Live Business Needs Live Support
Next-Generation Support for the Intelligent Enterprise

Support Delivery, March 2019
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THE BEST RUN **SAP**

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What is Next-Generation Support?

Next-Generation Support

Support from SAP helps ensure the end-to-end safeguarding of our customers' investment in SAP solutions and is an integral part of the customers' experience. With the rise of digital technology trends such as cloud solutions, the Internet of Things, and real-time computing, support for business-critical processes in on-premise, cloud, and hybrid landscapes has become more important than ever for our customers.
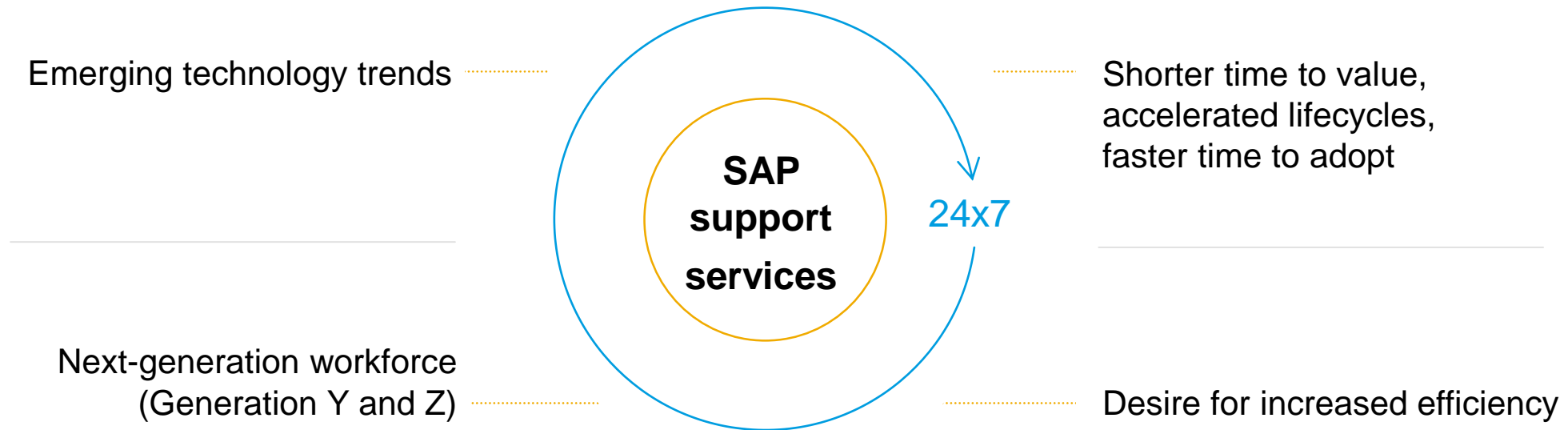
SAP is reimagining support with Next-Generation Support. Next-Generation Support focuses on effortless, anytime, anywhere support, leveraging the latest technology and tools to speed time to answers. In this presentation, you will learn more about our most recent improvements and innovations, with many more to come. Key areas of focus of Next-Generation Support include:

- Anywhere access through **mobile** and **built-in support**
- **More channels** of access to SAP for help, and increased ease of access to expert help – seamlessly integrated
- Easy-to-use and comprehensive **self-help tools and resources**
- **Personalized** help and resources to speed time to answers
- More interactive help through use of **social media**
- New **cloud** product-specific **tools and dashboards**

  ……. All seamlessly integrated for an effortless support experience

SAP's Next-Generation Support is about delivering an amazing support experience to our customers in which we anticipate customers' needs, accelerate their path to accurate answers when they need them, and offer expert help at their fingertips.

The world is changing. Digital technologies are everywhere

Drivers and implications for SAP support services

Emerging technology trends

Shorter time to value, accelerated lifecycles, faster time to adopt

SAP support services

24x7

Next-generation workforce (Generation Y and Z)

Desire for increased efficiency

Internet of Things

Social

Big Data

Cloud

Machine learning

Hyper-connectivity

Mobile

In-memory computing

Our vision of the digital support experience

Anticipate

You should never have to ask a question.

Our collective focus with product development is to achieve high-quality, intuitive products that **anticipate** your needs.

Accelerate

If you have questions, it's quick and easy to get answers.

Access to SAP's comprehensive knowledge base notably **accelerates** your path to accurate answers when you need them.

Collaborate

Our support experts will provide you with solutions quickly.

Our highly skilled engineers **collaborate** with you to help ensure you are successful – providing fast, easy access to the answers you need.

Live Business needs live support

Next-Generation Support for the intelligent enterprise

**Traditional
SAP support**

Industry-leading
proactive and preventive
support across all
deployment scenarios

+

**Next-Generation
Support**

Groundbreaking
support for the
intelligent enterprise

**Self-service and incident
prevention**

Real-time interaction
Expert Chat, Schedule an Expert

Digital support experience
Seamless integration
with built-in support

AI and machine learning

Live Business needs live support

Next-Generation Support for the intelligent enterprise

| **Self-service and incident prevention** | **Real-time interactions** | **Digital support experience** | **AI / Machine Learning** |

Next-Generation Support has several comprehensive solutions – so you never have to ask a question, and if you do have a question, you receive an answer instantly.

- SAP Support Portal
- SAP Knowledge Base Articles (KBAs) via Google search
- Automatic translation
- SMS notifications
- Guided Answers
- SAP BusinessObjects BI support tool
- Automated search for SAP Notes
- Performance Assistant
- SAP Community
- Support by Product

We offer real-time support channels with live and direct access to SAP's support experts.

- Expert Chat
- Schedule an Expert
- Ask an Expert Peer (Feature Trial)
- Call-1-SAP & Customer Interaction Center (CIC)

Benefit from a seamless and intuitive omnichannel support experience with personalized, context- sensitive support when and where you need it.

- SAP ONE Support Launchpad
- Social Media integration
- Built-in support
- Cloud Availability Center
- SAP Cloud Trust Center

SAP constantly innovates to improve our products and provide you with a world-class support experience.

- Thought leadership
- Artificial Intelligence / Machine Learning

Next-Generation Support for the intelligent enterprise

Self-service and incident prevention

Self-service and incident prevention.

Next-Generation Support has several comprehensive solutions – so you never have to ask a question, and if you do have a question, you receive an answer instantly.

- Knowledge Base Articles (KBAs) through Google search
- Automatic Translation
- SMS notifications
- Guided Answers
- SAP Community
- SAP Support Portal
- Support by Product
- Proactive outreach through info sessions and WhatsApp

Self-service and incident prevention

SAP Knowledge Base Articles (KBAs) with search engine indexing

A **KBA** provides you with incident-specific information through the SAP ONE Support Launchpad or a search engine – right at your fingertips.

Overview

- Incident-specific documents
- Instant publishing
- Enriched content (embedded screenshots)
- Rating and free text commenting features to provide feedback on the quality of a KBA
- **Previews available for external search engines (responsive design across different mobile devices)**

Benefits

- Information you can easily access through the SAP ONE Support Launchpad or a search engine when you need it
- Provides you with quick information on your topic of interest
- Now available: Self-Service Machine Translation for SAP Notes and Knowledge Base Articles

Access

- Both KBAs and SAP Notes can be accessed with a valid S-User through the SAP ONE Support Launchpad, or using a search engine (Google)
- Launchpad notification by e-mail or SMS: Configure your SAP ONE Support Launchpad to get notifications when SAP Notes or SAP Knowledge Base Articles in your area of interest are created or updated. Check out this blog to learn more.

Preview
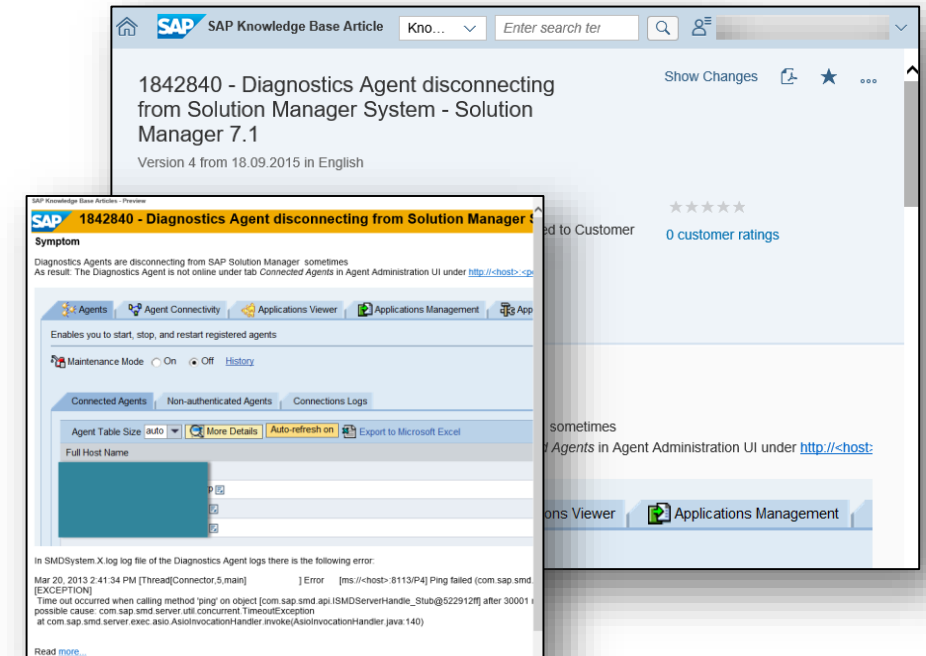
Self-service and incident prevention

Automatic translation for SAP Notes and KBAs

SAP launched **automatic translations** for SAP Notes and SAP Knowledge Base Articles (KBAs) in the SAP ONE Support Launchpad. Get fast, machine-generated translation – at the click of a button.

Overview

- Now available in Japanese and Brazilian Portuguese

- Coming soon – German, English, Spanish, Russian, Chinese, Korean, French, and Italian

- Translation is generated by the SAP Translation Hub and is specially designed to recognize SAP documentation and terminology

- Neural machine translation and artificial intelligence (AI) is used to process entire sentences and phrases for improved context

- Translation quality is continuously improving through feedback and learning
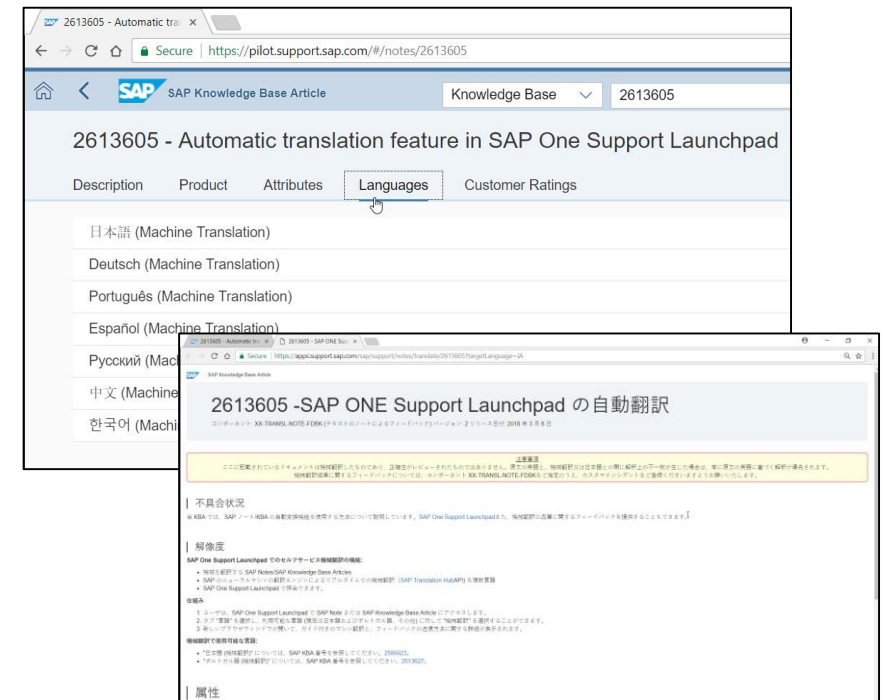
Benefits

- Breaks through language barriers

- Offers fast access to machine-translated SAP Notes and KBAs – in your preferred language – at no additional cost

- Works in real-time

- Lets you obtain the right SAP technical information, in the right context for your business

Access

- S-user required

- Access an SAP Note or SAP Knowledge Base Article in the SAP ONE Support Launchpad

- Choose the *Languages* tab and select *Machine Translation*. (Currently available for Japanese and Brazilian Portuguese. Others coming soon.)

- A new browser window opens and displays the machine translation

- See this KBA

Preview

Disclaimer: SAP automatic translation provides machine-translated content that has not been reviewed for accuracy.

Self-service and incident prevention
SMS notifications for SAP ONE Support Launchpad

SMS for launchpad notifications – It's easy. It's fast. And it's customizable. You may now choose to receive text messages (SMS) on topics of your choice, from SAP ONE Support Launchpad.

Overview

- New notification channel option available for SAP ONE Support Launchpad notifications
- SAP Support is offering additional ways to deliver notifications instantly via text messages (SMS)
- Read the blog to learn more
- Watch the video

NOTE: SAP does not charge you to send SMS text messages, however message and data rates may apply based on your existing wireless plan for receiving text messages.
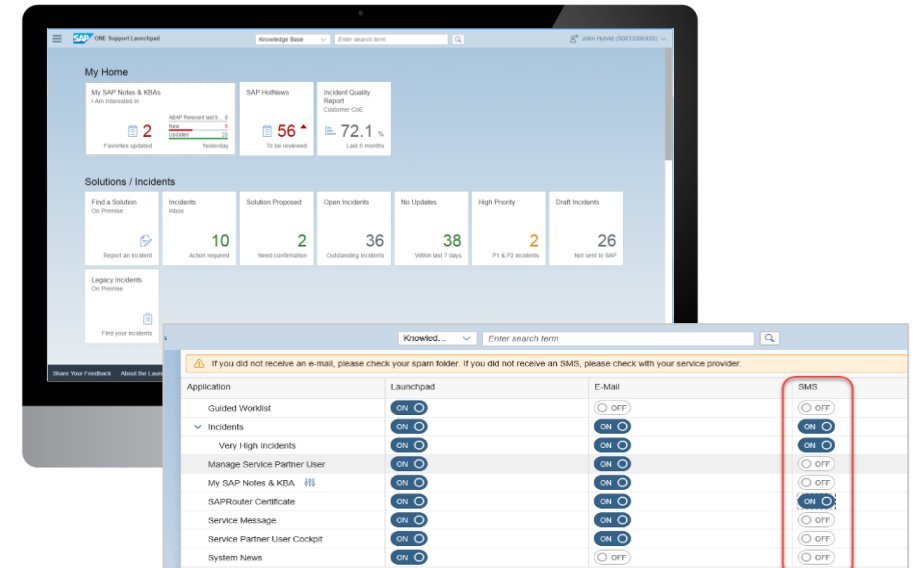
Benefits

- Driven by customer feedback, SAP Support now offers text messages (SMS)
- It is a new way to receive important notices and information, in addition to e-mail or launchpad-internal notifications
- It's fast, easy, and customizable

Access

- Enable SMS (text message) notifications through your launchpad notifications settings page
- Click on your Name and *Manage Notifications* at top right or access your settings page through this direct URL
- Choose your preferred notification method by toggling notifications on or off for launchpad, e-mail, and SMS
- Simply select the notice types you would like to receive

Preview

Self-service and incident prevention
Guided Answers

Guided Answers offers you help by providing a step-by-step guide through an issue or a process.

Overview

- Helps you to find the answer through multiple channels

- Uses decision trees concept

- Content grows over time and helps to accommodate new or unforeseen scenarios

- Captures the workflows of support engineers

- Leads you to relevant content (KBAs, SAP Notes, wikis, and more) to address your issues

- Check out the Guided Answers video

Benefits

- Receive step-by-step guidance through a particular problem

- Learn how to use the product as well as troubleshoot it

- Select a scenario and be guided towards a solution without any further intervention from a support engineer

- Obtain faster resolution of problems

- Navigate through an easy-to-use interface

Access

- Guided Answers on SAP Support Portal

- Direct Access To Guided Answers

- Or access Guided Answers through the SAP Support Portal using the search

- Knowledge Base through header navigation

Preview
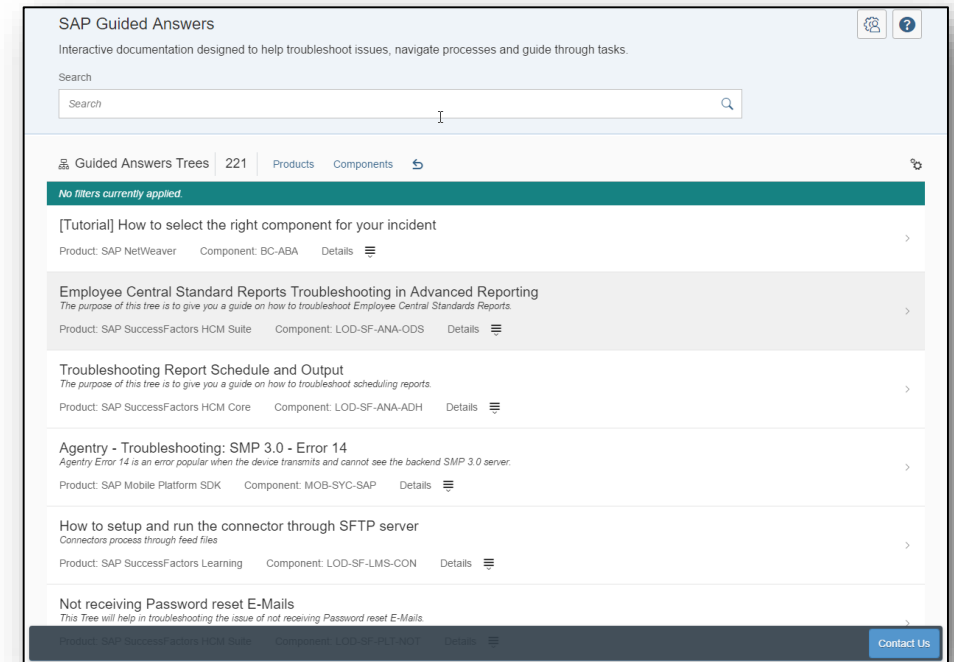
Self-service and incident prevention
SAP BusinessObjects BI support tool

SAP BusinessObjects BI support tool is a lightweight supportability solution providing reporting and analysis tools that simplify the life of a BI administrator.

Overview

- A simple, easy to deploy supportability client for SAP BusinessObjects BI platform

- Landscape Analysis Report gives total insight into the configuration and topology of the Business Intelligence environment

- Best practices, system configuration, service distribution, and other alerts are checked automatically

- Includes a toolbox providing many additional root cause analysis and administrative tools

Benefits

- Eliminates question ping-pong and speeds up resolution time

- Allows historical capture of system configuration and provides a change analysis

- Saves the time of admins through inclusion of helpful tools such as Security Analyzer, Authentication, and E2E Trace Wizards

- Find problems and solutions pro-actively via customizable landscape alerts

- Obfuscate sensitive report data before sending to SAP

Access

- The tool is free of charge for all SAP BusinessObjects customers

- Downloadable via the Software Download Center

- Information can be found on the SAP Community Wiki

- Version 2.1 webinar and demo

Preview
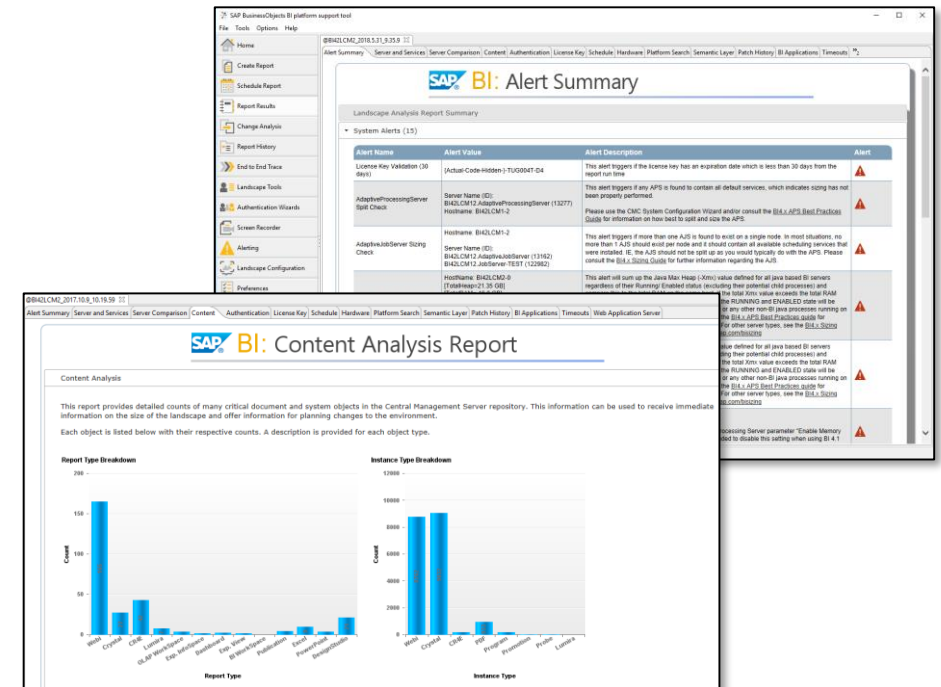
Self-service and incident prevention
Automated search for SAP Notes

The **automated search for SAP Notes** is a tool that helps you to easily and quickly identify SAP correction notes for functional issues, your codes, and customizing tables (for standard processes).

Overview

- The automated search for SAP Notes works directly from the customer system where the issue occurs

- In order to obtain SAP relevant notes, customer code and customizing tables, start transaction 'ANST' and reproduce the issue

- Learn more:
  - Check the FAQ, see the video, and go to the Help Portal
 - Read the blogs: 'ANST' and 'What is ANST'

Benefits

- Only notes that are relevant for the respective issue are identified

- No need to choose search terms for the notes search: As opposed to notes search based on search terms you may choose, the automated search for SAP Notes tool bases note searches on the ABAP objects that are involved in the process

- The tool is for ABAP based systems: either running directly in the back end system or through a front end (SAP Fiori, portals)

Access

- Start a transaction 'ANST' from the back-end and reproduce the issue, learn more in KBA 1818192

- Watch the video

- Before you proceed, make sure the following notes are implemented in your system:
  - 2361155
  - 2469123
  - 2286869

Preview
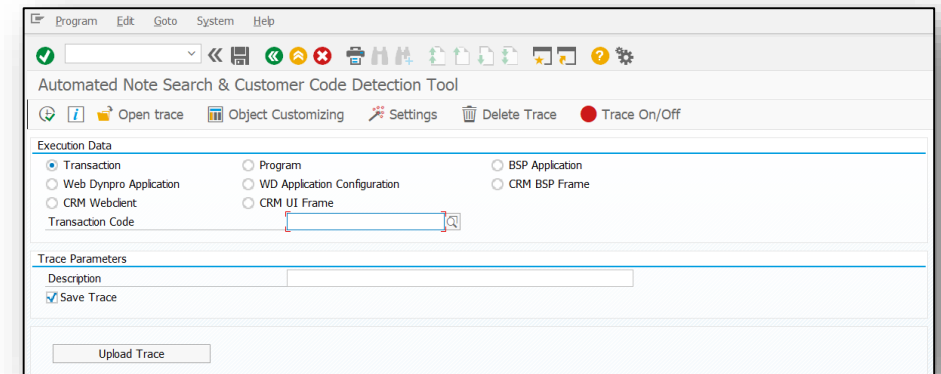
Self-service and incident prevention
Performance Assistant

The **Performance Assistant** notes and KBAs search tool searches for SAP Notes and Knowledge Base Articles for ABAP messages – based on the relevant message code (message class and number).

Overview

- The Performance Assistant helps you to easily and quickly search for SAP Notes and Knowledge Base Articles for ABAP messages – based on the relevant message code (message class and number).
- Check the FAQ
- See the video to learn more
- Read the blog

Benefits

- Receive real-time documentation updates
- If a new SAP Note is created and contains the ABAP message code, the Performance Assistant identifies it
- You benefit from immediate updates and information on SAP Notes

Access

- When you get an error message, double click on the error message then click on the binoculars/ search icon, learn more in KBA 2096401
- Watch the video

Preview
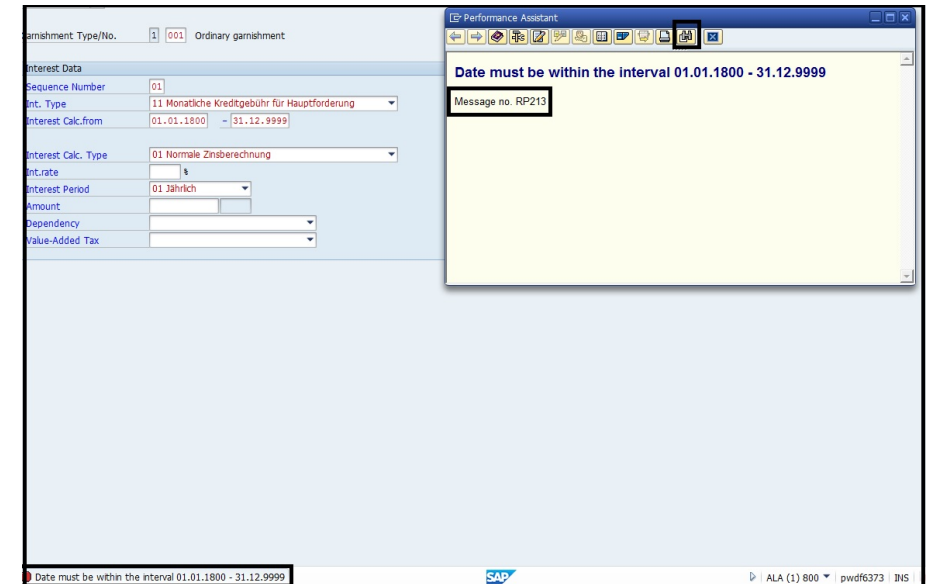
Self-service and incident prevention
SAP Support Portal

SAP Support Portal allows you to access support anytime, anywhere, and from any device.

Overview

- The SAP Support Portal is your central location for important support updates and tasks

- Easy navigation through simplified navigation structure with five key navigation areas

- Mobile-optimization allows you to access support from anywhere, at any time, and with any device

- Easy and fast access to information and applications on SAP ONE Support Launchpad

Benefits

- Expanded top tasks area for one-click-access to the things you do most – from reporting incidents to downloading software, managing users to viewing your cloud status dashboard

- Access to knowledge management, most up-to-date information, and helpful resources

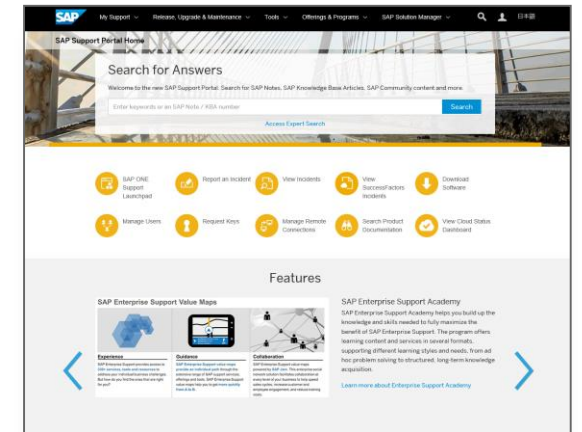- Quick and efficient search bar at the center of the home page

Access

- https://support.sap.com

- Check out the SAP Support Portal video
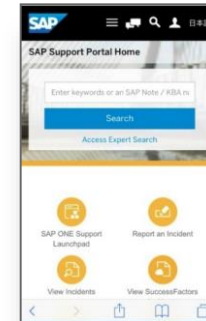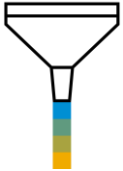
Preview

Mobile

Desktop

Self-service and incident prevention
Support by Product

With **support by product pages,** you get an at-a-glance view of support-related content for products and product versions in the SAP ONE Support Launchpad and the SAP Support Portal.

Overview

- Find support information about your products faster and easier with support by product pages in the SAP ONE Support Launchpad and the SAP Support Portal

- Product pages in both major support properties contain all you need to know about your product (version) – or guide you to more helpful content if needed

- SAP ONE Support Launchpad offers a broader range of SAP products

- Read the FAQ or this news

Benefits

- On the support by product pages, you will have at-a-glance view and access to helpful content and resources for your product (version): KBAs, documentation, blogs, web pages, tutorials, release notes, and more

- Receive easier and faster access of product-related content relevant to you – all compiled on one web page

- On the product pages, you will find content from different resources consolidated for you

Access

SAP ONE Support Launchpad (S-user required):

1. Add the "My Products" tile to your personalized home screen or use the new search functionality called "Products" and enter the product name you are looking for

2. Easily navigate through the content on the product pages

3. Save product pages as "favorites" for future quick access

SAP Support Portal:

1. Access through "Products" in the header navigation

2. Navigate through the product pages

Preview
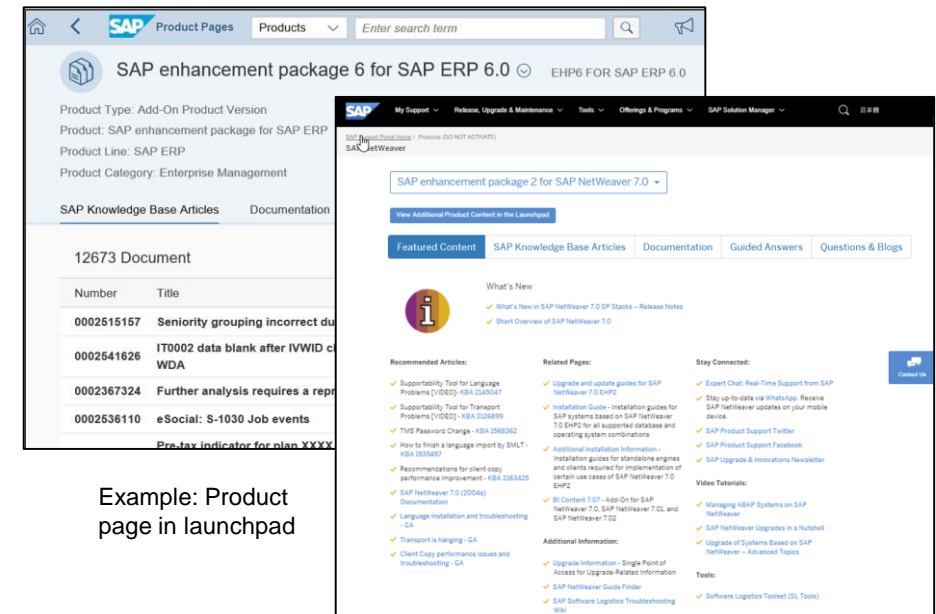
Example: Product page in launchpad

Example: Product page in SAP Support Portal

Next-Generation Support for the intelligent enterprise

Real-time interaction

Real-time interaction.

We offer real-time support channels with live and direct access to SAP's support experts, creating a faster and more direct route to issue resolution – anytime, anywhere, and from any device.

- Expert Chat
- Schedule an Expert
- Ask an Expert Peer (Feature Trial)
- Call-1-SAP and Customer Interaction Center (CIC)

Real-time interaction
Expert Chat

Expert Chat provides a live chat function that connects you to SAP technical support experts instantly.

Overview

- Live support from SAP experts for any technical question related to a product
- Improves support experience with real-time interaction
- Available for all support levels and almost all solutions
- For more information:
 - Learn more about Expert Chat on SAP Support Portal
  - Expert Chat video

Benefits

- Connects you real-time with SAP support
- Offers screen-sharing option
- Provides access to the same technical experts as in the incident channel
- Resolves incidents significantly faster than those reported through traditional SAP support channels
- Offers quicker and more efficient issue resolution
- Reduces your project and operational costs

Access

- Access Expert Chat through the SAP ONE Support Launchpad (several options):

a. Access through the **Expert Chat tile** on your SAP ONE Support Launchpad on the My Home screen.

b. Carry out a search in the launchpad's database. Click on the Expert Chat-button in the upper area.

c. Access Expert Chat through the *Contact Us* menu

d. Access Expert Chat while going through the incident submission process. Chat functionality is built into the incident form.

Preview
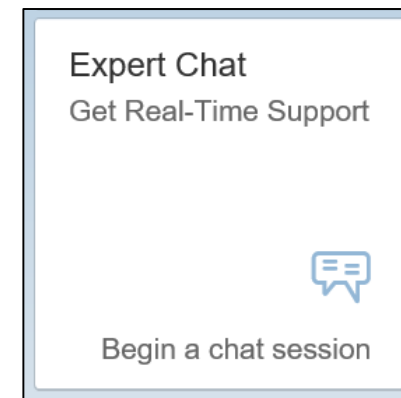
Expert Chat tile on My Home in SAP ONE Support Launchpad
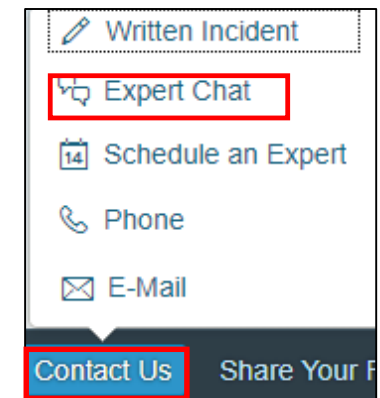
Contact Us menu in SAP ONE Support Launchpad's footer bar

Real-time interaction
Schedule an Expert

Schedule an Expert connects you live with SAP Support in a one-on-one 30-minute call to discuss a technical topic of your choosing – at a time that is convenient for you.

Overview

- One-to-one 30-minute call delivered remotely through Skype for Business
- Book an appointment at least 48 hours in advance to allow engineers to prepare
- Check out the Schedule an Expert video
- Visit SAP Support Portal to learn more
- Learn more on how to join your Schedule an Expert call

Benefits

- Live channel option for you
- Interact one-to-one with a support engineer
- Get answers when and where you need them
- Get help and direct support for any technical question
- Have access to the same engineers that you would create an incident with
- Reduce your waiting time for response and resolution

Access

- Access Schedule an Expert through the SAP ONE Support Launchpad (several entry options):

a. Access through the **Schedule an Expert tile** on your SAP ONE Support Launchpad home screen.

b. Carry out a search in the Launchpad's database. Click on the Schedule an Expert-button in the upper area.

c. Access Schedule an Expert through the "Contact Us"-menu in SAP ONE Support Launchpad's footer bar
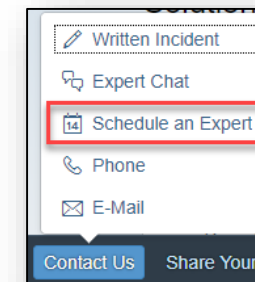
Preview
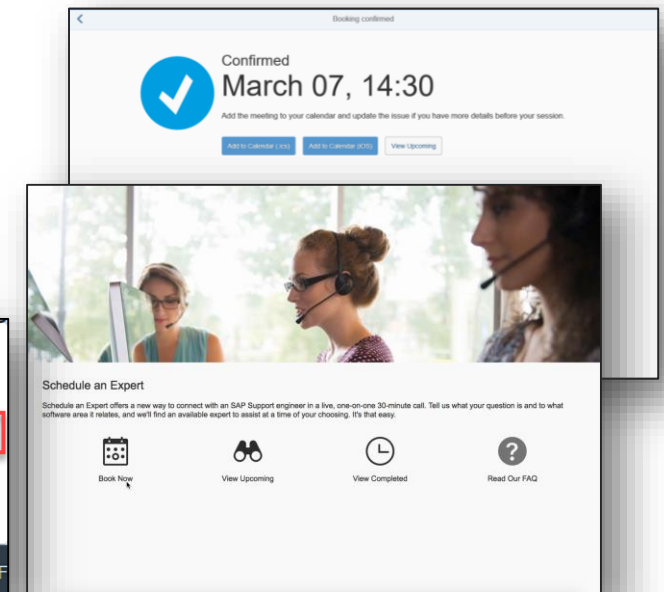
"Contact Us"-menu in SAP ONE Support Launchpad's footer bar

Real-time interaction
Schedule an Expert for open incidents

Schedule an Expert for open incidents enables you to book a 30 minute call to discuss technical details of the incident with the assigned support engineer.

Overview

- One-on-one 30 minute call booked directly from an open incident with the assigned support engineer

- Available for *high priority* incidents with select support engineers

- Book an appointment minimum 24 hours in advance

- Sessions delivered remotely through *Skype for Business* (Learn more on how to join your Schedule an Expert call)

- Check User Guide and FAQ to learn more

Benefits

- Have live interaction to discuss technical details of the open incident with the assigned support engineer

- Schedule a call at a time that is convenient for you

- Experience less ping-pong and more efficient incident processing reducing the time to resolve your open issue

- Easy to have other colleagues with you on the call

Access

- *Schedule an Expert* button will appear in the incident editing page in SAP ONE Support Launchpad when the following conditions are met
  - Incident is currently Open and High Priority status within Product Support
  - A processor has been assigned to the incident and is available for scheduling

- Click *Schedule an Expert* button and then click *Book a Session*

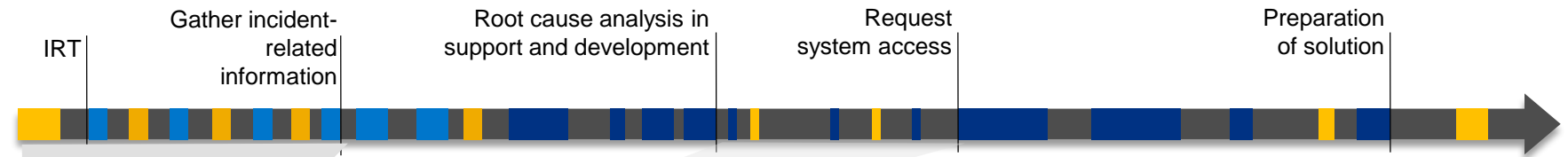- Add the appointment to your calendar and join the session at scheduled time

Preview
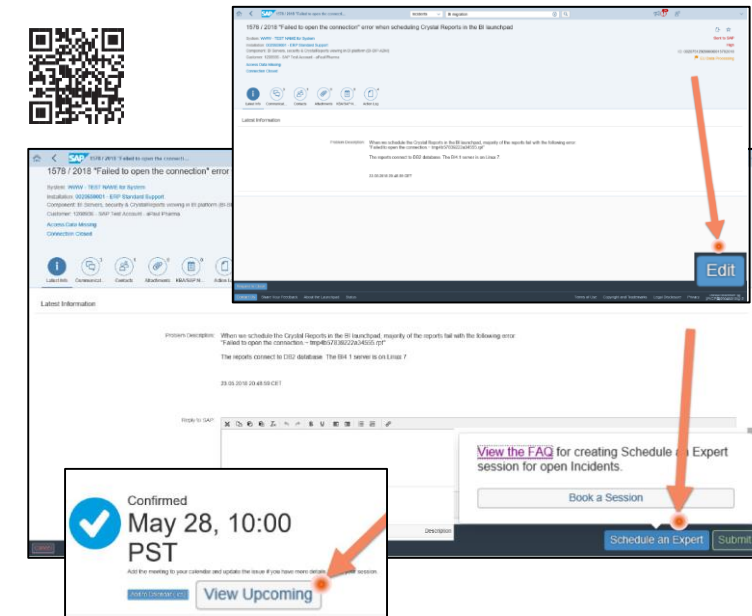
Live support with Expert Chat and Schedule an Expert
Optimizing the incident flow

Typical incident flow
Traditional incident

IRT

Gather incident-related information

Root cause analysis in support and development

Request system access

Preparation of solution

Chat processing and screen sharing

Root cause analysis in support and development

Preparation of solution

∅ 6 replies to customer
14-45 days processing time

Optimized incident flow
with Expert Chat

Optional process if chat does not result in a solution
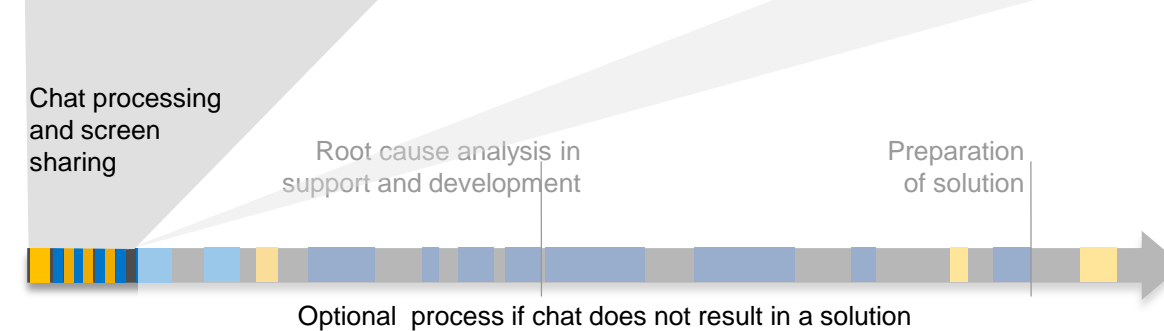
~5,000 sessions / week
60-70% solution rate
~30 min ∅ length of chat duration

Expert Session & Screen Sharing

Optimized incident flow
with Schedule an Expert
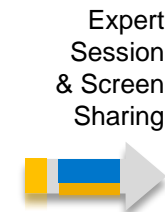
1000 sessions / month
50-60% solution rate
30 min length of call duration

Incident in process at support   Incident in process at customer   Incident in process at development (SAP)   Incident waiting time   22

Real-time interaction

Ask an Expert Peer

Ask an Expert Peer lets you collaborate on your technical, product-related questions, one-on-one, with a qualified and approved expert **outside** of SAP (limited feature trial for select products).

Overview

- New support channel option available in a limited feature trial for select products*

- We are exploring additional ways to deliver support

- Interact one-on-one with a qualified and approved expert **outside** of SAP

- Visit the Ask an Expert Peer landing page

- **Limited availability**: This feature trial is only available for select products

- Read the FAQ to learn more

Benefits

- Fast issue resolution for your basic inquiries and how-to questions

- Reduce your waiting time for response and resolution

- Benefit from industry insights along with an experienced perspective about your question

- Private conversations, issue resolution through chat or e-mail

Access

- Access Ask an Expert Peer directly from the landing page

- Or by clicking the green button on the home page of SAP Support Portal

- Having technical issues to access Ask an Expert Peer? Please contact askanexpertpeer@sap.com

Preview

Real-time interaction
Call-1-SAP and Customer Interaction Center (CIC)

CIC is one of the interfaces between customers and the SAP support organization. It is available 24 hours a day, seven days a week, 365 days a year, and provides a central point of contact for assistance with nontechnical queries.

Overview

- Contact channel for you for any nontechnical question such as:
  - Enquire about existing incidents
  - Ask questions about SAP ONE Support Launchpad and its applications
  - Get help for S-User queries
  - Request SAP remote services
- CIC can be reached by phone, chat, or e-mail

Benefits

- CIC is available 24 hours a day, 7 days a week, 365 days a year, and provides a central point of contact for assistance with non-technical queries
- Universal free-phone number for contacting SAP support
- Access to service menu to select a specific product area you require, now including SAP Ariba, Concur, and SAP Fieldglass solutions
- Toll-free number accessible in most countries through landline phones and some mobile providers

Access

- You can access CIC from the SAP Support Portal or through SAP One Support Launchpad
- Direct access:
  - Chat with CIC
  - Call CIC
  - E-mail CIC
- Learn more here:
  - SAP Support Portal
  - Reference Guide

Preview
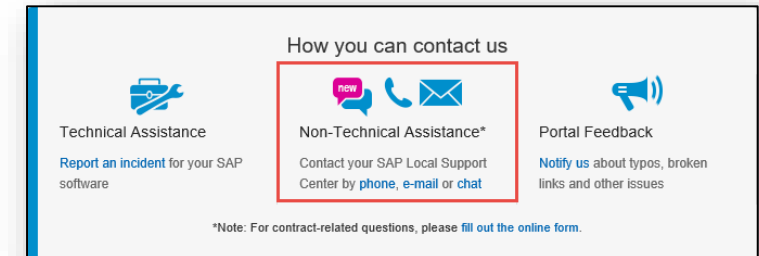
SAP Support Portal
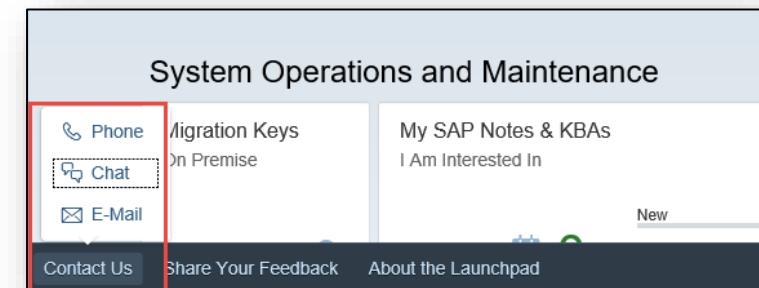
SAP ONE Support Launchpad

Next-Generation Support for the intelligent enterprise

Digital support experience

Digital support experience.

Benefit from a seamless and intuitive omnichannel support experience with personalized, context-sensitive support when and where you need it.

- SAP ONE Support Launchpad
- Built-in support
- Cloud Availability Center
- SAP Cloud Trust Center
- Social media integration

Digital support experience
SAP ONE Support Launchpad

The **SAP ONE Support Launchpad** provides you with personalized central access to SAP support services.

Your Personalized Digital Support Experience

Overview

- The **SAP ONE Support Launchpad** provides a user-centric entry point for all SAP customers and partners, independent of their SAP solution

- Third most visited SAP Web site: used by up to 90,000 unique users each day

- Watch the video

- Register for your demo today

Benefits

- Easy access to applications and information according to your role

- Proactive and guided

- Simplified user interface based on SAP Fiori

- Global search for quickly finding answers, support assets, and fast inter-application navigation

- Strong favorites concept

- Holistic overview of your support assets in one place

Access

- Direct access through: https://launchpad.support.sap.com

- Access through the SAP Support Portal

- Access through QR code:

- **Critical customer notices**: Since March 2018, you can receive important notices through SMS. Please go to your launchpad notifications settings page to choose your preferred notification method (launchpad, e-mail, SMS, or a combination).

Preview

Mobile   Desktop

Digital support experience
Built-in support

Built-in support offers you the tools and content of Product Support into all SAP products through an embedded Digital Support Assistant using SAP CoPilot.

Overview

- Get support right within a product

- Have one-click access to live support, SAP experts and peers when you need it

- Have a personal conversation with your digital support assistant, who guides you intelligently and efficiently to get an answer. Communicate with your support assistant through natural language.

- Access context sensitive knowledge and help based on your needs

Benefits

- Proactive push of helpful content, recent actions and benchmarking of best practices

- Harmonized omnichannel support experience

- Intelligent issue detection and prescriptive when you need it

- Access of community inside of the product for added guidance

- Critical context sensitive support alerts

Access

- Get help right inside of your product as you complete tasks

- Have easy access to tools and content of Product Support from SAP CoPilot

- Use SAP CoPilot easily as an integral part of SAP Fiori 2.0 launchpad

- Call assistant whenever needed

- Initial roll-out planned for SAP S/4HANA Cloud

Preview
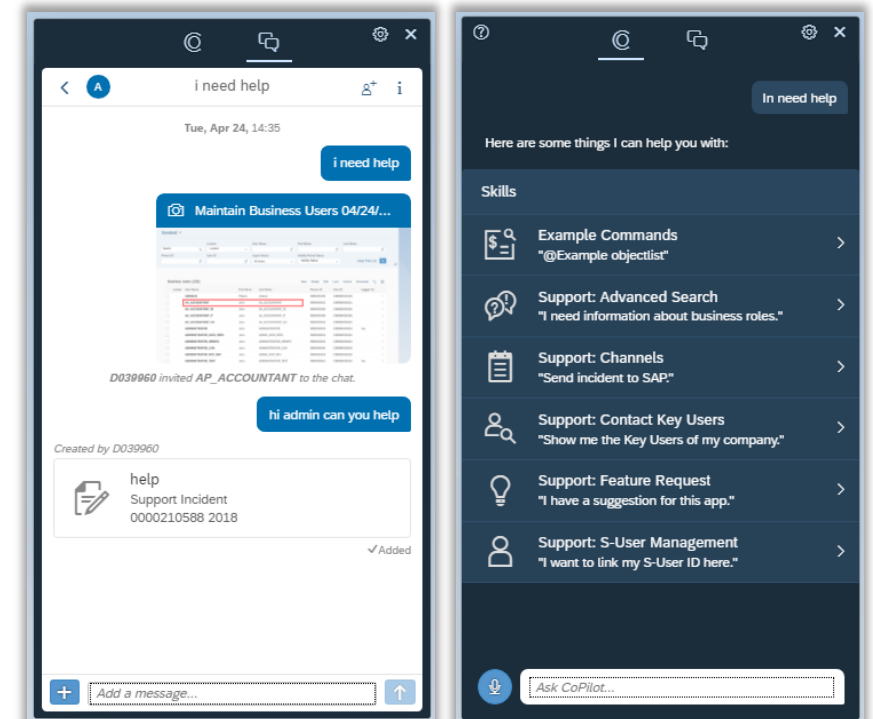
Digital support experience
Cloud Availability Center

The **Cloud Availability Center** offers you a personalized dashboard with at-a-glance visibility into your cloud product availability.

Overview

- Accurate, up-to-date information with an at-a-glance view into the status of your cloud products, critical information, maintenance updates, notifications, all in one place

- Consolidated views for service availability, performance, and service level uptime reporting

- Timely availability of information

- Built with the latest SAP Fiori user interface for a modern, intuitive user experience

Benefits

- Personalized dashboard for SAP's cloud products: View the current cloud solution status for the products that you own

- Notification history and latest news: View information and news important to you

- A visual calendar of events with visual overview of service disruptions

- The new cloud dashboard is: accurate, up-to-date, at-a-glance, and personalized for you

Access

- Accessible through the SAP ONE Support Launchpad

- Add the tile to your My Home-Screen in SAP ONE Support Launchpad

- For more information, visit Cloud Availability Center on SAP Support Portal Includes a list of SAP cloud products currently supported by the Cloud Availability Center (with more coming soon).

- Watch the video to learn more

Preview

The Cloud Status Dashboard and the Maintenance Dashboard tiles were retired on October 1, 2017. Other cloud products will roll out Cloud Availability Center in coming months.
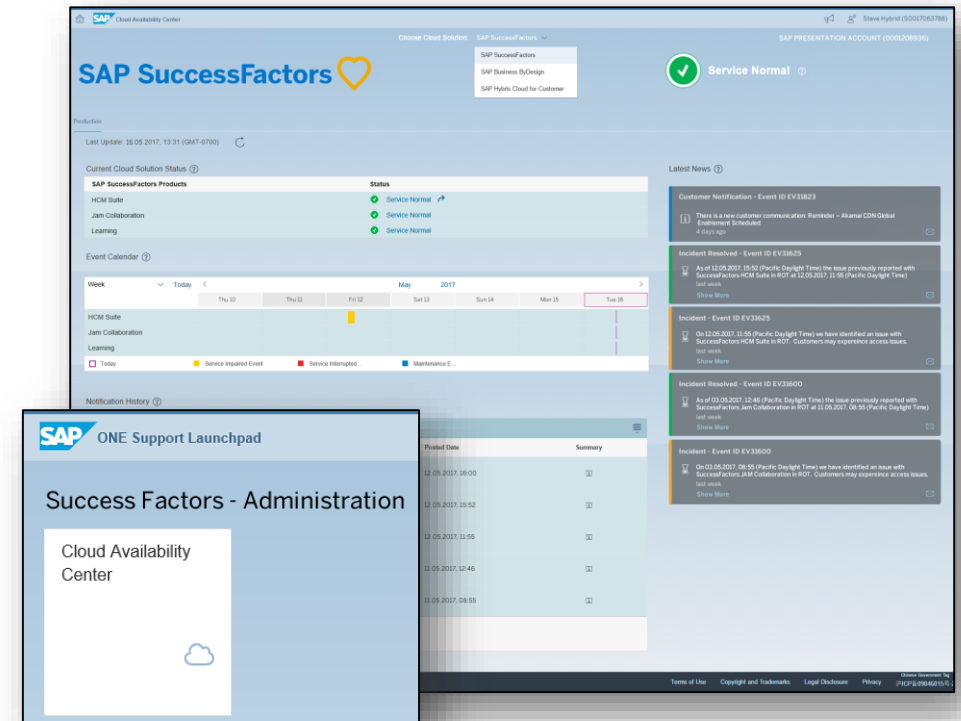
Digital support experience
SAP Cloud Trust Center

The **SAP Cloud Trust Center** provides unified and easy access to trust-related cloud content where you can initiate requests, engage with SAP, and collect all assets and information you need.

Overview

- SAP Cloud Trust Center is a public-facing website on sap.com

- Delivers transparency on SAP cloud-related processes

- Trusted source, where you can initiate requests and engage with SAP

- Easy access to SAP cloud-related documents, certificates and contracts

- Check out the SAP Cloud Trust Center video

Benefits

- **Cloud Service Status:** Availability data of cloud services showing the current live status

- **Security:** Measures to ensure SAP Cloud security

- **Data Protection and Privacy:** Learn how SAP respects and protects your rights

- **Compliance:** Shows the vast variety of ISO/BS as well as certificates

- **Agreements:** Overview of the building blocks of an SAP Cloud contract

- Receive answers to **FAQ** on trust-related cloud topics

Access

- Access the SAP Cloud Trust Center directly or go to sap.com and find it under the "About" section

Preview
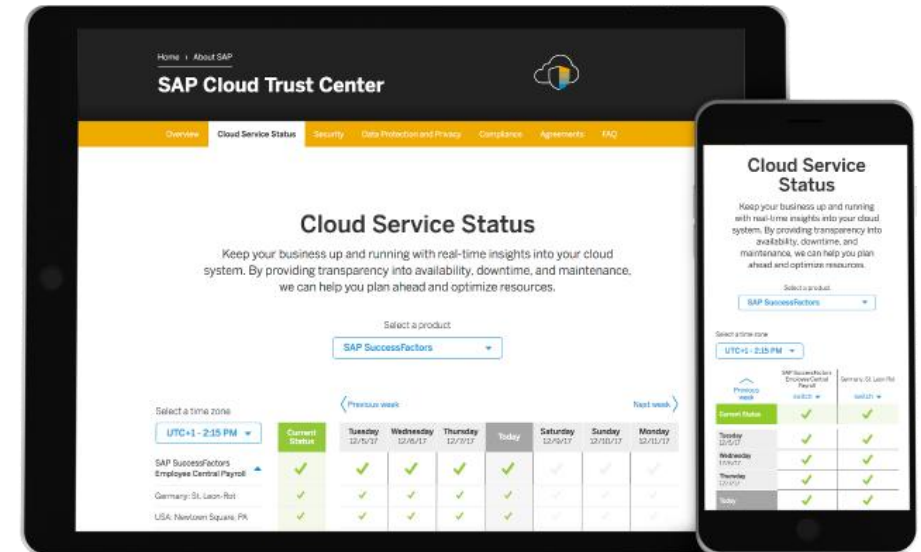
Digital support experience
Social media

Follow Product Support **social media channels** for real-time support updates and helpful product-specific resources for S-Users and administrators.

Overview

SAP's social customer product support includes the following accounts for Product Support:

- Twitter @SAPSupportHelp
- Twitter @SAPCloudSupport (For SAP SuccessFactors)
- WhatsApp Product Support Channels
- WeChat (SAP Daily)

Benefits

- Gain the benefit of new channels for community and peer-to-peer knowledge sharing and information exchange
- Ask questions and get answers quickly
- Get timely notice of critical and trending issues
- Get expert tips and advice from SAP and peers

Access

- Twitter:
  SAP Support Help
  SAP Cloud Support
- YouTube
- WhatsApp landing page
- Interviews and blogs on our support strategy with Andreas Heckmann, Head of SAP Support Delivery: https://cn.linkedin.com/in/ahec kmann

Preview
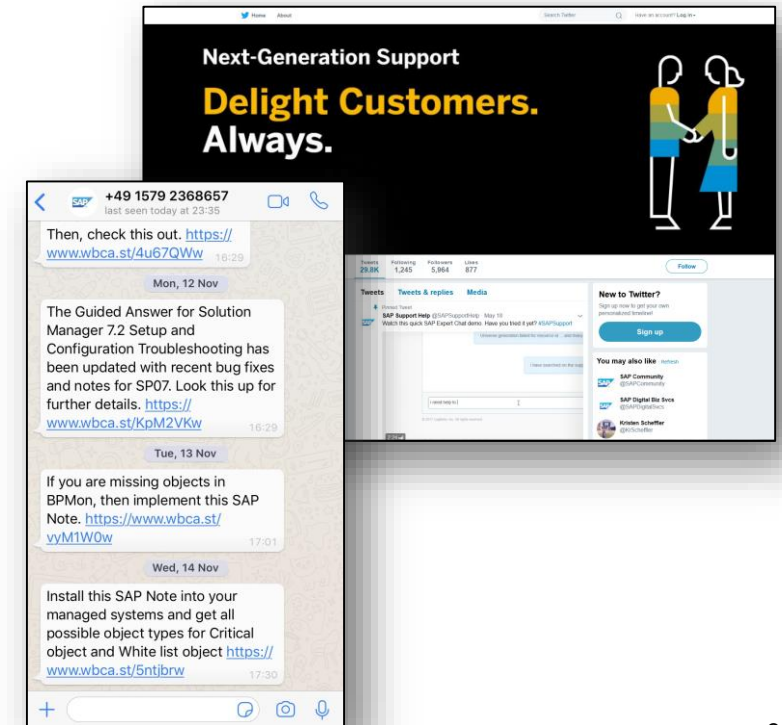
Social Media: WhatsApp channels

Overview from [WhatsApp-Page](#) on SAP Support Portal

SAP S/4HANA Finance

- FIN Accounts Receivable
- FIN Posting and Taxes
- FIN CO Material Ledger

SAP Cross Platform Integration

SAP Solution Manager

- SOLMAN Change Control Mgmt.
- SOLMAN Test Suite
- SOLMAN Setup / Configuration / LMDB
- SOLMAN IT Service Management
- SOLMAN Diagnostics, Business Process Ops, System Monitoring

SAP S/4HANA Sourcing and Procurement

SAP SuccessFactors

- Employee Central
- Learning
- Platform
- Performance & Goals
- Recruiting
- Onboarding
- Analytics

SAP Product Lifecycle Management (PLM)

- SAP PLM Document Management System (DMS)
- SAP Portfolio and Project Management
- Environment, Health and Safety Management

SAP Analytics

- BI Platform
- WEBI
- Crystal
- Lumira
- Analytics Cloud

SAP Data Management

- SAP Adaptive Server Enterprise
- SAP ASE – ERP enablement
- SAP IQ
- SAP Replication Server

SAP NetWeaver

- Software Logistics – System Maintenance (Upgrade)
- NW Client/Server Technology (CST)
- Software Logistics – Change Control and Transport
- Software Logistics – System Provisioning (Installation)
- ABAP Development
- SAP GUI (Windows / Java)
- NetWeaver ABAP Administration, Authorization and Authentication

WhatsApp

SAP Governance, Risk and Compliance (GRC)

- Access Control
- Process Control
- Risk Management
- Audit Management

SAP HANA

- High Availability and Backups
- Applications
- Performance and Monitoring
- HANA

SAP Enterprise Performance Management (EPM)

- Business Planning and Consolidation (SAP NW)
- Business Planning and Consolidation (MSFT)
- Financial Consolidation
- Disclosure Management
- Strategy Management
- Profitability and Cost Management
- Analytics Cloud

Next-Generation Support for the intelligent enterprise

AI / Machine Learning

AI / Machine Learning.

SAP constantly innovates to improve our products and provide you with a world-class support experience.

- Thought leadership
- AI / Machine Learning

Artificial intelligence and machine learning

Incident solution matching

Incident solution matching automatically proposes solutions **based on incident data (e.g. incident description)** in the incident creation form in SAP ONE Support Launchpad.

Overview

- A new machine learning service based on artificial intelligence (AI) technology

- Automatically recommends solutions from SAP Notes and SAP Knowledge Base Articles when you create a new incident

- Ranks potential matches according to their semantic relevance based on incident data

- Accelerates the process of finding relevant solutions by learning from past incidents

Benefits

- Speeds up resolution time by receiving proposed solutions for your issue

- Find relevant SAP Notes and SAP Knowledge Base Articles in one quick step without manual searching effort

- The more you use **incident solution matching**, the more relevant the recommendations become

Access

- Simply access the SAP ONE Support Launchpad

- Go to the incident creation form

- Describe your issue as concisely as possible

- Automatically receive suggested solutions ranked in order of relevance in the left pane

- Select a component to further refine the results

Preview

Incident solution matching

Machine learning service for Product Support

Machine Learning

Data-driven analysis → Specifically engineered processing → Machine Learning powered algorithms → Incident solution matching → Solution delivered "Delight customers. Always."

SAP Notes & SAP Knowledge Base Articles

Customer interaction
Self-improving features permanent algorithm retraining

Artificial intelligence and machine learning

Research and development roadmap

Level of support AI → AI research and development in support

- Solution assistance bot
- Real-time technical assistance
- Support knowledge graph
- Incident context creation
- Question and answer bot
- Guided search
- Event prediction
- Incident clustering
- Guided solutions chat bot
- Semantic incident search
- Incident solution matching
- Simple support chat bot

Next-Generation Support: Extending the value of support

Channels and technology

SAP ONE Support

Harmonization of the digital support experience

Schedule an Expert: pilot

Pilot for customers of SAP SuccessFactors solutions to schedule expert sessions

Social media program

Improving the design, process, and oversight of support-focused social media channels

SAP Knowledge Base Article search via Google

Finding SAP Knowledge Base Article documents via Google search

Release Center: pilot

Pilot for customers of SAP SuccessFactors solutions, dashboard for easier release preparation

SAP Customer and Partner Outreach

WhatsApp pilot for SAP Solution Manager and selected support for SAP NetWeaver

Apr. 2014   **Sept. 2015**   **June 2016**   **Sept. 2016**   **Nov. 2016**   **Dec. 2016**

2017+

Apr. 2014   **June 2016**   **Aug. 2016**   **Oct. 2016**   **Dec. 2016**

Consolidation of inbound numbers to one universal, free phone number

General release to SAP customers: ability for real-time support via chat

New SAP support platform and new SAP Fiori apps to all SAP customers

Cloud Availability Center: pilot

Offering chat as a new live-contact channel for nontechnical assistance

CALL-1-SAP   **Expert Chat**   **SAP ONE Support Launchpad**   **1DX – SAP Support Portal: preview**   **Customer Interaction Center chat**

Next-Generation Support: Extending the value of support

Channels and technology

SAP ONE Support
Wave 2
Harmonized support offerings and SLAs for cloud solutions from SAP; unified access to support with universal free phone number, now incl. Concur, SAP Ariba and SAP Fieldglass solutions; incident dashboard for SAP MaxAttention customers
Jan. 2017

Guided Answers

Rollout for finding answers with structured decision trees

May 2017

SAP ONE Support system overview

End-to-end view on landscape extended to Concur and SAP Ariba solutions

May 2017

Built-in support preview
SAP S/4HANA

Preview for SAP S/4HANA: Demo initial features for a digital support assistant based on SAP CoPilot

May 2017

Built-in support
SAP S/4HANA Cloud

First digital support assistant allows to create incidents within the solution

Aug. 2017

Cloud Availability Center
for SAP SuccessFactors

The Cloud Availability Center becomes the default dashboard for SAP SuccessFactors customers

Sept. 2017

Mar. 2017

Redesigned, mobile optimized SAP Support Portal

New SAP Support Portal released

May 2017

SAP Cloud Trust Center delivers on transparency, security and compliance in the cloud

SAP Cloud Trust Center

May 2017

One stop incident management to provide holistic ticket overview

SAP Incident Dashboard

June-Aug. 2017

Rolling out Schedule an Expert to all customers

Schedule an Expert

Sept. 2017

Dedicated new access points for both live channels in SAP ONE Support Launchpad

Schedule an Expert

Dec. 2017

Newly added product pages in SAP ONE Support Launchpad and SAP Support Portal provide at-a-glance view of product-related content

Support by Product

Next-Generation Support: Extending the value of support

Channels and technology

Cloud Availability Center: Extension to further solutions (beta)

Personalized end-to-end view on availability status of customer's cloud solutions – beta extended to further SAP cloud solutions

Dec. 2017

SMS notifications for SAP ONE Support Launchpad

SAP ONE Support Launchpad offers text message (SMS) as new method for critical notices

April 2018

Automatic translation

Fast, machine-generated translations for SAP Notes and SAP Knowledge Base Articles (KBAs) in the SAP ONE Support Launchpad

April 2018

Built-in support SAP S/4HANA Cloud

Conversational user interface: Enhanced digital support assistant incl. incident solution matching and machine learning

November 2018

Artificial Intelligence

Further AI use cases for support

Planned

Planned

Planned

Jan.-April 2018

Ask an Expert Peer allows to receive answers one-on-one from a qualified and approved industry expert outside of SAP

Ask an Expert Peer: Feature trial

March 2018

Previews of SAP Knowledge Base Articles are now based on the SAP Fiori style and responsive across different mobile devices

SAP Knowledge Base Articles: Responsive Preview

May 2018

Conversational user interface for support skills: Digital support assistant to create incidents and search for help

Built-in support SAP S/4HANA Cloud

November 2018

First AI-infused use case in core support process with incident solution matching, providing relevant answers faster

Incident Solution Matching

More information on SAP Support and the Next-Generation Support approach

Next-Generation Support

SAP Support Portal | Next-Generation Support landing page (SAP Support Portal)

Press release and analyst guidance

Article: Live Business Needs Live Support: SAP Support is Award Winning, (SAP News Center)

Article: How does SAP support work for hybrid platforms in the digital age? (SAP Community)

Article: Award-winning SAP Support Portal and Next-Generation Support services, Interview with Andreas Heckmann, Head of Support Delivery (SAP News Center)

Press Release: SAP Brings Built-In Support to SAP S/4HANA Cloud (SAP News Center)

Press Release: Next-Generation Support Expansion (SAP News Center)

Blogs

Blog: Bringing Choice Beyond the Commute Through SAP's Omni-Channel Support (LinkedIn)

Blog: Roadside Assistance for Your Digital Transformation (LinkedIn)

Blog: Vision and Strategy (LinkedIn)

Blog: The Future of Support (Digitalist)

Blog: Next-Generation Support (SAP News Center)

Blog: Next-Generation Support (LinkedIn)

Blog: When support tickets can talk (LinkedIn)

Blog: What intelligent enterprises can expect from SAP Support in 2018 (SAP News Center)

Blog: Start your Engines! Next-Generation Support for your Intelligent Enterprise Journey (LinkedIn)

Podcast: SAP Customer Support Podcast (SAP Community) | Building support into the product (iTunes)

Video resources

Videos from SAPPHIRE NOW 2018

Keynote Andreas Heckmann with customer STARA

Interview Stara: Maximizing Value with Support from SAP Digital Business Services

Interview: Embrace Next-Generation Support for the Digital Enterprise

Video from SAP TechEd Bangalore 2018: Interview with SAP Mentor Krishna Kishor Kammaje: Next-Generation Support – From Traditional Incident Handling to AI-Driven Support

Video DSAG Annual Conference 2018 keynote – Next-Generation Support at 46:45 (German)

Videos from SAPPHIRE NOW 2017

Interview on Next-Generation Support

Interview: Live Support for Live Business

Next-Generation Support – Update

Video DSAG Annual Conference 2017 keynote Built-in support, Expert Chat, Schedule an Expert – at 45:30 (German)

More information on SAP Support and the Next-Generation Support approach

Incident Prevention and Self-Service

Blog: Getting Support Your Way: Self-Service ([LinkedIn](#))

Blog: Self-Service Machine Translation for SAP Notes and Knowledge Base Articles in the SAP ONE Support Launchpad ([SAP Community](#))

Video: [Guided Answers](#)

Video: [Cloud Availability Center for SAP SuccessFactors Solutions](#)

Video: [SAP Cloud Trust Center](#)

Video: SAP TechEd 2017 interview on [self-service and community](#)

SAP ONE Support Launchpad

Blog: Tips and Tricks for SAP ONE Support Launchpad ([SAP Community](#))

Blog: How to manage your launchpad notifications settings ([SAP Community](#))

Video: [SAP ONE Support Launchpad](#)

Video: [SMS Notifications for SAP ONE Support Launchpad](#)

Social media

SAP Support Help on [Twitter](#)

SAP Cloud Support on [Twitter](#)

WhatsApp landing page ([SAP Support Portal](#))

Schedule an Expert

Schedule an Expert landing page ([SAP Support Portal](#))

Announcement: SAP Adds 35+ New Product Areas for Schedule an Expert ([Support News](#))

Blog: How to access SAP's live support channels ([SAP Community](#))

Video: [Schedule an Expert](#)

Video: [Schedule an Expert for open incidents](#)

Video: SAP TechEd 2018 Barcelona, SAP Mentor interview: [Bernhard Luecke with David Ruiz Badia on Schedule an Expert](#)

Video: SAP TechEd 2017, Next-Generation Support, [demo on Schedule an Expert](#)

Expert Chat

Expert Chat landing page ([SAP Support Portal](#))

Blog: Expert Chat ([LinkedIn](#))

Blog: Live Expert Chat Services ([LinkedIn](#); [Digitalist](#))

Blog: Real-Time Support ([LinkedIn](#))

Video: [Expert Chat](#)

Video: [SAP Mentor Karin Tillotson and Andy Cobbold on continuous improvements on the Next-Generation Support Portfolio](#) – from SAP TechEd Las Vegas 2018

Press release and analyst guidance:

Expert Chat ([press release](#))

Expert Chat in Gartner Note ([press release](#))

More information on SAP Support and the Next-Generation Support approach

AI and Machine Learning

Article: Enter the Next Level of Customer Support Experience with AI Technology (SAP News Center)

Blog: AI-Powered Support: A Guiding Light for Simplified Support (LinkedIn)

Blog: SAP launches an AI enabled incident wizard in SAP ONE Support Launchpad (SAP Community)

Videos from SAPPHIRE NOW 2018

The next generation of support – AI and Machine Learning taking center stage

Video with SAP Mentor Owen Pettiford: Driving the customer support experience with built-in support and machine learning

Built-in support

Article: The Built-In Support Effect: Redefining Care For The User Experience (Digitalist)

Blog: Making support smart – built-in support using AI / machine learning (LinkedIn)

Video from SAPPHIRE NOW 2018: Keynote with customer Stara – with demo of built-in support

Article: The Built-In Support Effect For An Integrated, Intelligent User Experience (Digitalist)

Appendix

Traditional incident management – reinvented

SAP ONE Support Launchpad as central entrance point: user interface and video

1 Support application l**aunchpad** as central entry point

2 Groups and tiles are personalized based on **user profiles**

3 **Helping information and tasks** are displayed directly on the tile
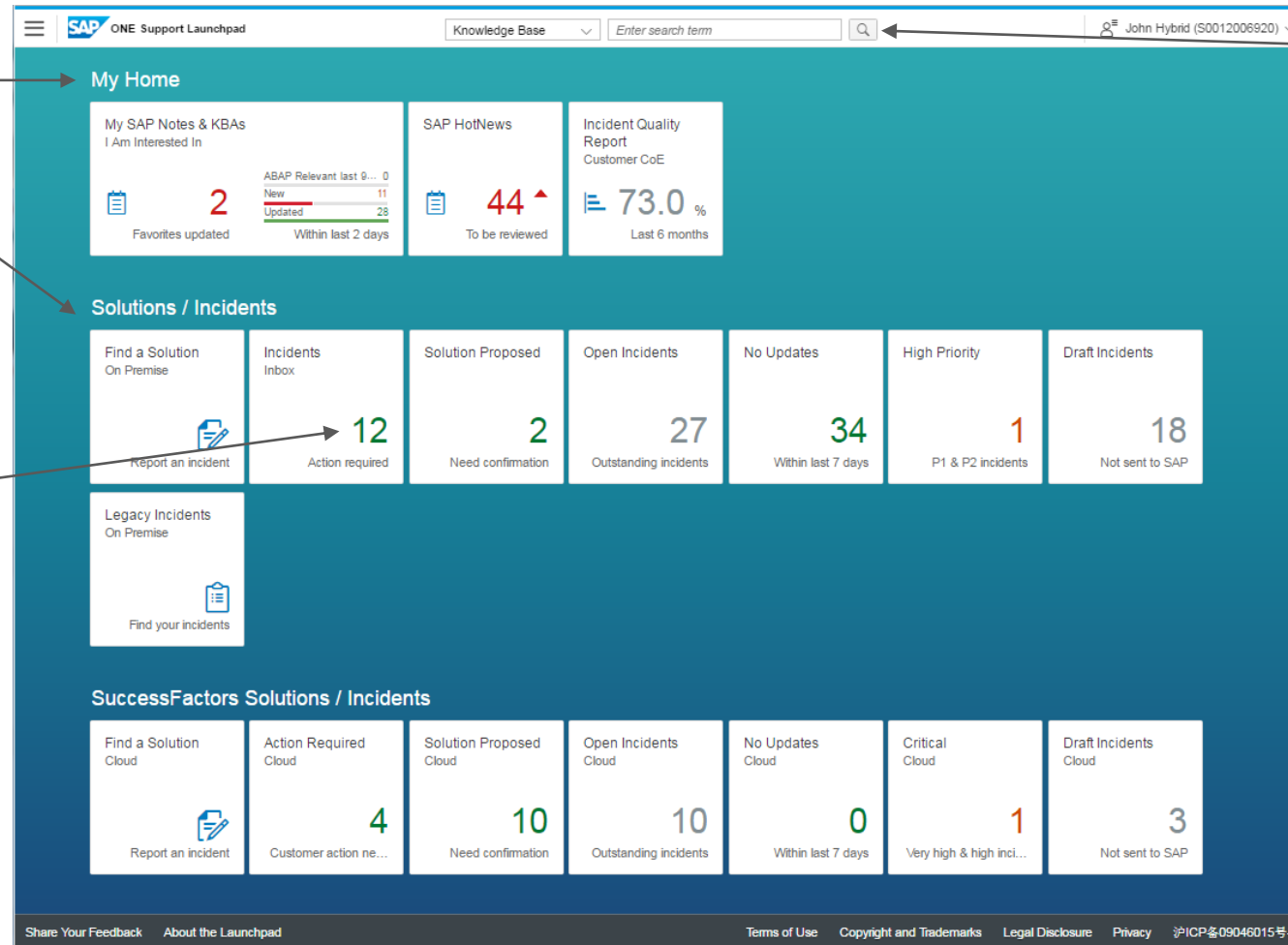
4 **Search** for knowledge documents and business objects relevant to the user

Link to video:
https://youtu.be/9RutFZ1Qoag

One single access point to SAP support services

SAP Support Portal / SAP ONE Support Launchpad

Customer IT

📞 **CALL-1-SAP**

SAP Support
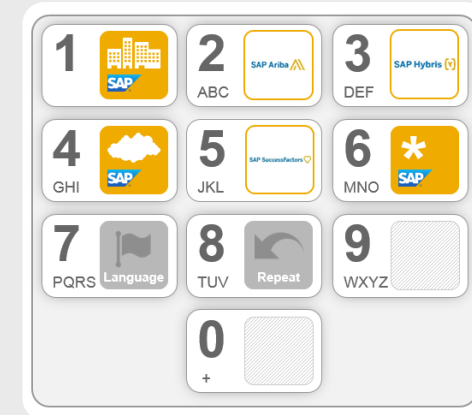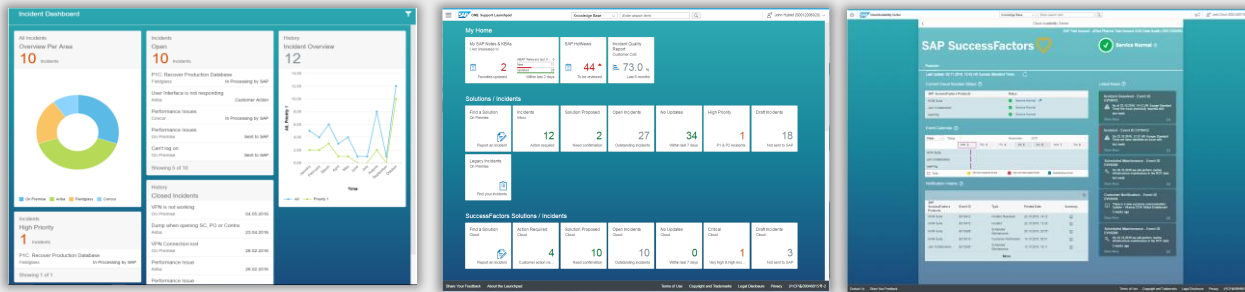
✓ Single entry point for help on most SAP solutions including on-premise and cloud solutions (for example, SAP SuccessFactors solutions, SAP HANA Enterprise Cloud)

✓ Consistent user experience for administrators who manage both cloud and on-premise solutions

✓ Incident dashboard in SAP ONE Support Launchpad for creation and transparency on incidents for first set of essential SAP Cloud solutions

✓ Cloud Availability Center for transparency on cloud services (status, availability, events, notifications; starting with SAP SuccessFactors solutions)

✓ Universal free-phone number for contacting SAP support services

✓ Access to service menu to select a specific product area you require, now including SAP Ariba, Concur, and SAP Fieldglass solutions

✓ Toll-free number accessible in most countries through landline phones and some mobile providers

How we interact with our customers
SAP Community

SAP Community is SAP's professional social network. No-one is faster than all of us.

- Comprises several collaborative communities

- Discussion forums, blogs, and videos

- Quick access to expert advice: Access knowledge and get answers to how-to and consulting questions from the SAP forums

- Access the community: http://go.sap.com/community.html
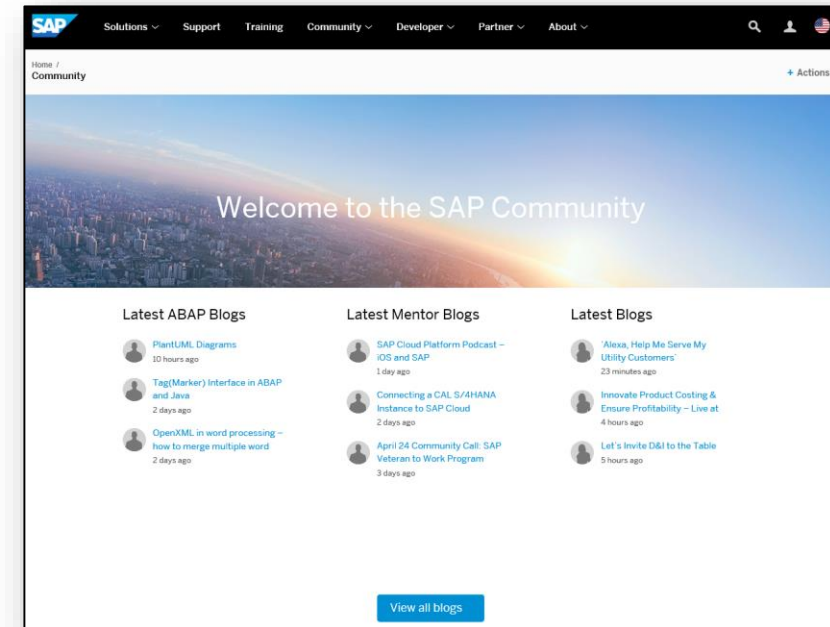
How we interact with our customers
SAP Enterprise Support Academy

Build knowledge and skills and learn from experts.

- Helps you build up the knowledge and skills needed to fully maximize the benefit of SAP Enterprise Support

- Learning content and services in several formats, supporting different learning styles and needs, from ad hoc problem solving to structured, long-term knowledge acquisition

- Accelerated innovation enablement, best practices, expert-guided implementations, guided self-services, meet the expert, quick IQs

- https://support.sap.com/support-programs-services/offerings/enterprise-support/academy.html

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