

Next-Gen Support Webinar Series 2019

SAP ONE Support Launchpad

Overview & How to get started

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Why SAP ONE Support Launchpad?





Why SAP ONE Support Launchpad?



Why SAP ONE Support Launchpad?



































Note: Excerpt of acquisitions

What is the SAP ONE Support Launchpad?







https://launchpad.support.sap.com

"Simplify the SAP Support experience by offering task driven, harmonized and user-centric Service and Support applications for all SAP Solutions, accessed through one central entry point."

Facts





SAP ONE Support Launchpad – Facts



11 July

97.000 Unique visitors a day

30.000 Notes/KBA searches per day

1.1 Mio Incidents logged per year

3rd mo

most traffic SAP sit

22 Mio page views per month

2.5 Mio software downloads per month

250TB software downloads per month 95% of all users return within a month

What about the **Applications?**

- Reporting Incidents: more than 4000 incidents per day, more than 1.100.000 incidents per year.
- Search and Reading SAP Notes and Knowledge Information: more than 120.000 searches a day
- Downloading SAP Software: more than 2.500.000 software downloads with volume of more than 250TB per month

What about the **Applications?**

Working with System Data: more than 540.000 active Systems

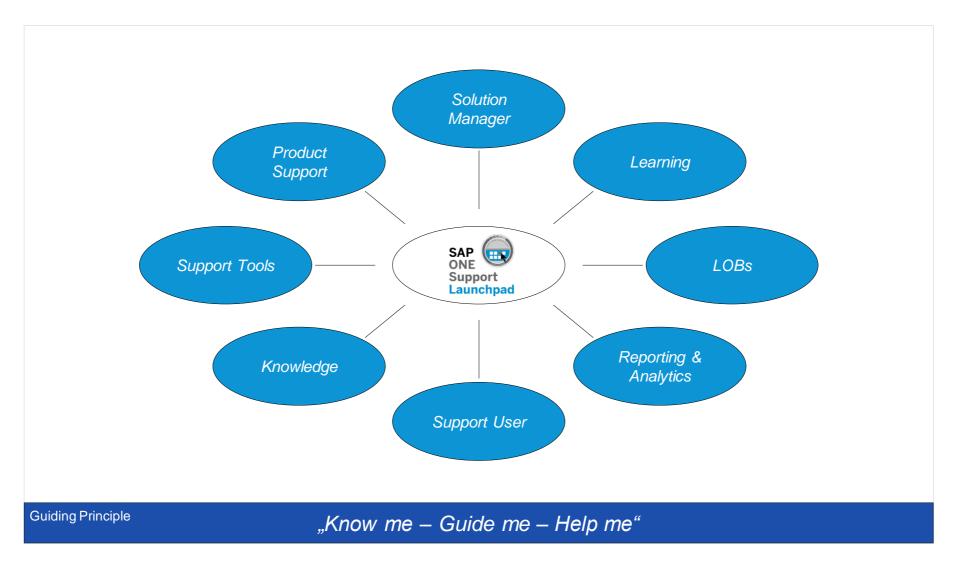
Managing Support Users: more than 1.000.000 S-Users

Scope





SAP ONE Support Launchpad



Piloting Program Early Collaboration with End-Users





Piloting Program – Excerpt of participants































Piloting Program - Early Collaboration with End-Users

- Incremental Approach
- Unlimited timely access to pilot system
- 6-8 week long development cycles
- Regularly roll out of new functionality and collection of feedback in regularly Roll Out / Feedback Sessions
- Dedicated additional topics around the SAP ONE Support Launchpad included in Roll Out / Feedback Sessions
- No obligations for participants

Where to get more info?





More Info

- Tips and Tricks in <u>blogs.sap.com</u>
- Release Dates
- Book a demo (https://support.sap.com/en/my-support.html)
- Application Help in Support Portal
- Overview Tiles
- Follow us on Twitter: #SAPONESupportLaunchpad

Q&A

Customer COE Advisory Sessions

March 05	Customer Center of Expertise Program Overview
March 11	SAP Solution Manager and Cloud ALM
March 14	Next-Gen Support: Overview Session
March 18	How to Prepare for the SAP Support Backbone Update
March 19	SAP ONE Support Launchpad - Overview Session and How to Get Started
March 25	SAP ONE Support Launchpad – What's New in 2018/2019
April 02	Get Instant Access to SAP Product Support With Next-Generation Support Real-Time Channels
April 04	Use Expert Chat to Solve Your Technical Problems
April 04	Schedule an Expert - Real-Time Conversation With an SAP Support Expert
April 16	SAP's Built-In Support – A New Customer Experience Bringing Support Into the Product
April 23	Incident Solution Matching
May 07	Innovation in Measurement Tools (USMM / LAW)

For details click here.

Thank you very much!

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Appendix





Overview





Personalized central access to Service and Support

SAP ONE Support Launchpad



SAP ONE Support Launchpad - Your Personalized Digital Support Experience



Your Personalized Digital Support Experience

Overview

- The SAP ONE Support Launchpad provides a usercentric entry point for all SAP Customers and Partners independent of their SAP solution
- More than 70 applications around Service & Support! And more to come.
- Watch the video



Register for your Demo today!

Benefits

- Easy access to applications and information according to the users role.
- Pro-active and guided
- Simplified UI based on SAP Fiori
- Global Search for quickly finding answers, support assets, and fast interapplication navigation
- Strong Favorites Concept
- Holistic overview of your support assets in one place

Access

- Direct access via: https://launchpad.support.sap.com
- Access via the SAP Support Portal
- Access via QR-Code:



Preview





Mobile

Desktop

Search





Search – Use Cases

1. Problem Solving

- Simple Interface Single search field
- Narrow down performed in result list
- Snippets to display why result item has been found
- Grouping result in various sections

3. Navigation

 Quick Navigation to Objects without knowledge of exact path

2. Reoccurring Administration Tasks

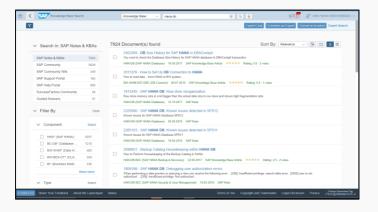
- Determination of specific set of SAP Notes
- Setting filters as input for search
- Saving search variants
- Providing update as feed

4. Search as a Service

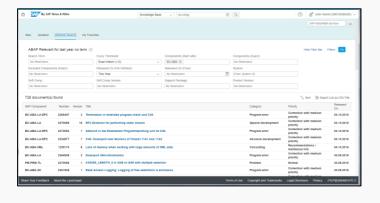
- Make search consumable by other applications (e.g. Incident Management)
- Combine search capabilities with predictive algorithms

Search - Solutions available

1. Google like Global Search for Problem Solving and Navigation based Use Cases



2. Expert Search for Reoccurring Administration Tasks based Use Cases





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