Next-Gen Support Webinar Series 2019

SAP ONE Support Launchpad
Overview & How to get started

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Why SAP ONE Support Launchpad?
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Note: Excerpt of acquisitions
What is the SAP ONE Support Launchpad?
“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**

- **97,000** Unique visitors a day
- **30,000** Notes/KBA searches per day
- **1.1 Mio** Incidents logged per year
- **3rd** most traffic SAP site
- **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

“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.”

Guiding Principle

„Know me – Guide me – Help me“
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 blogs.sap.com
- **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
## Customer COE Advisory Sessions

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<td>Use Expert Chat to Solve Your Technical Problems</td>
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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

Overview
- The SAP ONE Support Launchpad provides a user-centric 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 inter-application 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

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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

2. **Reoccurring Administration Tasks**
   - Determination of specific set of SAP Notes
   - Setting filters as input for search
   - Saving search variants
   - Providing update as feed

3. **Navigation**
   - Quick Navigation to Objects without knowledge of exact path

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

![Global Search Image]

2. **Expert Search** for Reoccurring Administration Tasks based Use Cases

![Expert Search Image]