# Next-Gen Support Webinar Series 2019

## SAP ONE Support Launchpad
What's New in 2018/2019

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PUBLIC

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# How to stay up-to-date?

# Where to find news?
## Releases and Release information

### Screenshot: SAP Support Portal

https://support.sap.com/en/my-support.html#section_239170926

SAP Support Portal Home
**My Support**

SAP ONE Support Launchpad    Support Applications    Release Info    SAP Passport    Demo    Help    Acquisitions

| 2019 Release Info | 2018 Release Notes | 2017 Release Notes | 2016 Release Notes |

**Release Notes**

▶ Wave 2 (February 23, 2019)

✓ The process to inform new users about their ID and password has been completely overhauled.
✓ The new *Custom Code Analytics* application provides an overview about the custom code footprint and insights into code quality and usage.
✓ Launchpad visitors can now select the new role *SAP Cloud for Customer.*
✓ In the incident management process, the maximum file size of attachments has been increased to 250 MB per file.
✓ Super administrators can now protect authorization packages to prevent changes.
✓ Cloud Administrators have got more authorizations.
✓ Authorizations granted through packages are reflected in a user's authorization profile
✓ The *System Data* application supports the download of favorite and deleted systems' details.
✓ Leading products can be bookmarked when marking a system as favorite.
✓ The HANA Enterprise Cloud (HEC) *Landscape* application visualizes the setup for all systems running on SAP HANA.
✓ The template selection in the HEC *Service Request* application allows you to mark services as favorites.

Access the full Release Note

**Release Dates**

✓ *Wave 1: Thursday January 17, 2019*
✓ *Wave 2: Saturday February 23, 2019*
✓ **Wave 3: Thursday April 11, 2019**
✓ Wave 4: Saturday May 25, 2019
✓ Wave 5: Thursday July 11, 2019
✓ Wave 6: Saturday August 17, 2019
✓ Wave 7: Thursday September 19, 2019
✓ Wave 8: Saturday November 16, 2019

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▼ Wave 1 (January 17, 2019)

### Screenshot: What's New?

**What's New?**

**Release Update 25. February 2019**

In the February 2019 release, we are launching new features that simplify many of your daily tasks — and save you time.

• The process to inform new users about their ID and password has been completely overhauled.
• The new *Custom Code Analytics* application provides an overview about the custom code footprint and insights into code quality and usage.
• Launchpad visitors can now select the new role *SAP Cloud for Customer.*
• In the incident management process, the maximum file size of attachments has been increased to 250 MB per file.
• As soon as a compressed archive of legacy incidents is ready for download, the requestor gets notified.
• Super administrators can protect authorization packages to prevent changes.
• Cloud administrators have got more authorizations.
• Authorizations granted through packages are reflected in a user's authorization profile page.
• The *System Data* application supports the download of favorite and deleted systems' details.
• Leading products can be bookmarked when marking a system as favorite.

All changes are listed in our February 2019 release notes.

☑ Do not show again until the next SAP ONE Support Launchpad release.    Close

### Release Notes Wave 2 / 2019

SAP
Release Notes Wave 2 / 2019
SAP ONE Support Launchpad and SAP ONE Support Applications

SAP
ONE
Support
Launchpad
Your Personalized Digital
Support Experience

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**Release Dates** maintained in the SAP Support Portal.

**Release Summary** available via the SAP Support Portal and **What's New?** popup in the SAP ONE Support Launchpad.

Detailed **Release Notes** available in the SAP Support Portal.

Dedicated **Rollout Sessions** offered to participants of the SAP ONE Support Launchpad Piloting Program.

Additional **Blog Series** and **Tweets** (#SAPONESupportLaunchpad) available.

Blog series: https://blogs.sap.com/2016/08/12/tips-and-tricks-for-sap-one-support-launchpad-now-available

Tweets: https://twitter.com/hashtag/SAPONESupportLaunchpad?src=hash

Release Info in SAP Support Portal:
https://support.sap.com/en/my-support.html#section_239170926

# Highlights 2018 / 19

SAP
ONE
Support
Launchpad

Your Personalized Digital
Support Experience

# SAP ONE Support Launchpad

Guiding Principle

*"Know me – Guide me – Help me"*

# **Highlights –** Focus areas

1.  General Functionality

2.  New Roles

3.  New Applications

4.  Additional Highlights

# General Functionality

# General Functionality

1. Restructuring of Catalog (01/2018)

2. Save as tile (available for Incident List and Product Pages) (07/2018)

3. Video tiles (06/2018)

4. SAP ONE Support Launchpad for P-Users (04/2018)

5. Notification via SMS (02/2018)

# New Roles

# New Roles

1. SAP Cloud Platform (01/2018)

2. SAP Hybris (01/2018)

3. S/4HANA Cloud Edition (01/2018)

4. C/4HANA (Hybris) – renaming (05/2018)

5. Business ByDesign (02/2018)

6. SAP Cloud for Customer (02/2019)

7. SAP Ariba (03/2018)

8. SAP Concur (06/2018)

9. Customer Center of Expertise (04/2018)

# New Applications

# New Applications

1. Remote Connection (04/2018)

2. Secure Area (07/2018)

3. Support by Product (1/2018)

4. HEC Service request (05/2018)

5. HEC IT Calendar (02/2018)

6. License Utilization Information & License Utilization Preparation Area (04/2018)

7. Ask an Expert peer (05/2018)

8. Incident Quality Report Redesign (06/2018)

9. System Data Workspace (01/2019 – pilot only)

10. SAP Cloud Solution Center (08/2018)

11. KPI Catalog (02/2018)

12. Simplification item catalog (02/2018)

13. SAP Roadmap Viewer (03/2018)

14. Data Volume Management (08/2018)

15. Announcement of Legal Changes Redesign (01/2019)

16. Custom Code Analytics (02/2019)

17. Enterprise Support Reporting Cockpit (03/2019 – pilot only)

18. Cloud Availability Center 2.0 (03/2019)

# Additional Highlights

# Additional Highlights

1. Control Center (06/2018)

2. Share Notes via Work Lists (06/2018)

3. Authorization Packages in S-User Management (02/2018)

4. Reports and Updates in S-User Management (05/2018)

5. Machine Translation for SAP Notes (02/2018)

6. Search with Images (01/2019 – pilot only)

7. Incident Solution Matching (08/2018)

# Piloting Program

**Early Collaboration with End-Users**

# **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](blogs.sap.com)

- [Release Dates](Release Dates)

- [Book a demo](Book a demo) (https://support.sap.com/en/my-support.html)

- [Application Help in Support Portal](Application Help in Support Portal)

- [Overview Tiles](Overview Tiles)

- Follow us on Twitter: [#SAPONESupportLaunchpad](#SAPONESupportLaunchpad)

# Q & A

# 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

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

  SAP ONE Support Launch...
  Know me - Guide me - Help me

- 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

Mobile
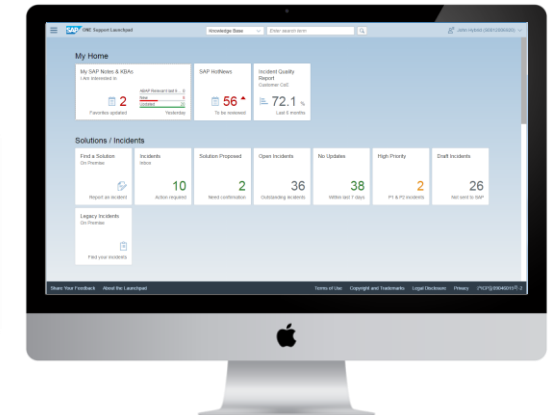
Desktop

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