SAP for Me – Overview & Demo

Customer Center of Expertise - Advisory Sessions

Jürgen Jakowski, Chief Product Owner of SAP for Me, SAP

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Do you know your contacts?

Inside your company as well as at SAP

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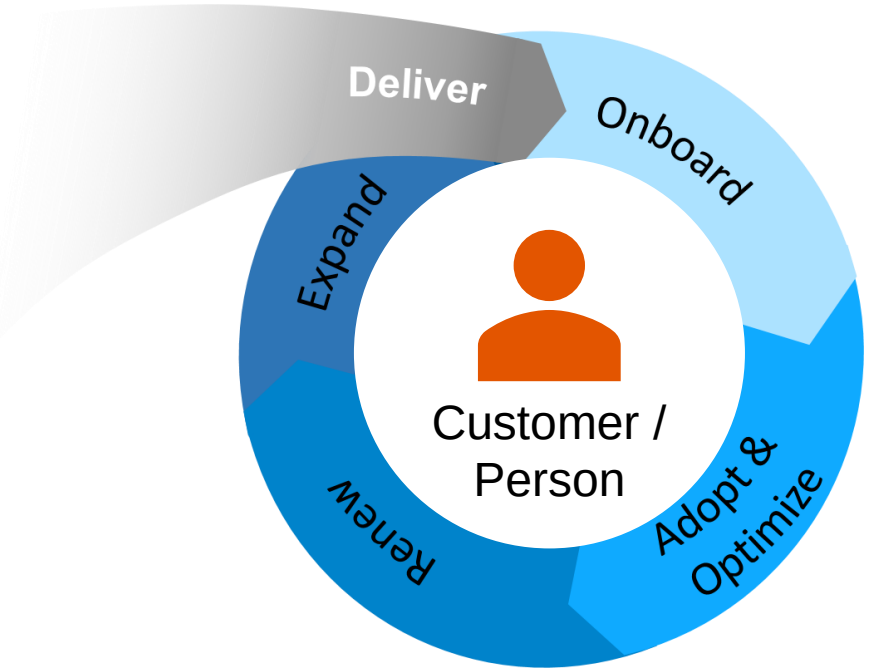
Where to get answers to your questions?

Examples of what SAP for Me is going to address



Product Introduction

- When will my product be available and how can I get access?
- How can I enter my contacts and who are my contacts at SAP?
- Where can I find best practices and which SAP Services are available to me?
- Who is going to help me learn more about my product? SAP? Or my Partner?
- How can we train our end users?

Usage

- Can I get insight into the current usage of my product and improve it?
- How does the consumption relates to my licenses?
- Which SAP Services are (still) available?
- How can I report or escalate a problem?
- What happens in case of an outage and what is my escalation path?
- What are the details of the respective SLAs and where can I find my contract details?
- How can I extend, increase or decrease my licenses?

Beyond usage

- Which functionality is being used today, which one is not in use, yet?
- Are there additional examples of how my products are put to use?
- Are there reference customers for this application?

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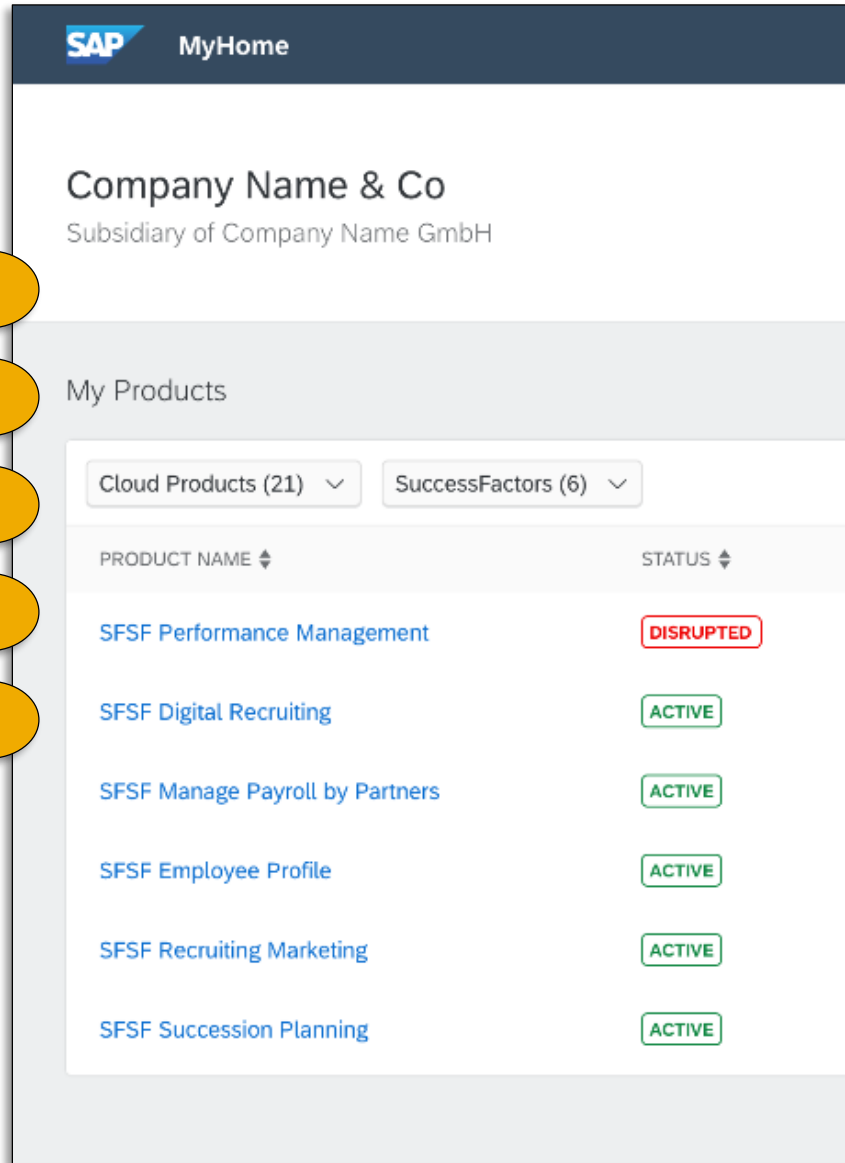
What is SAP for Me?

It is made for YOU!

SAP for Me will become your personal **digital companion** that supports you whenever you interact with **SAP**.

- Personalization
- Transparency
- Intelligence
- Guidance
- Self-Services



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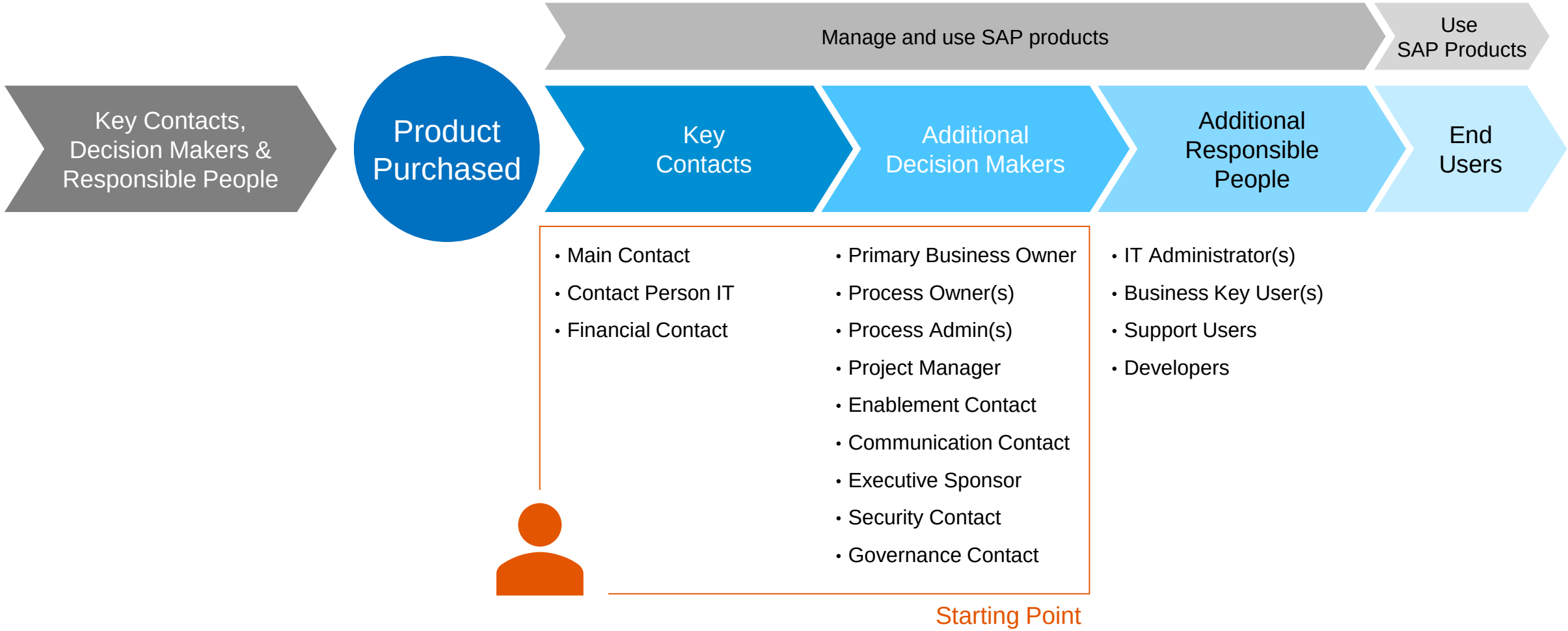
Who is in scope of SAP for Me?

Its for everyone, starting with the leading roles



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Examples of today‘s digital information offering of SAP

Why leading roles need more guidance

SAP ONE Support Launchpad

SAP Cloud Availability Center

Cloud Platform @ SAP.com

SAP Partner Success Center

SAP Event Finder

SAP Cloud Application Lifecycle Management

events.sap.com

Developers @ SAP.com

HEC IT Calendar

SAP Solution Manager

Blogs @ SAP.com

SAPUI5 Portal

SAP Training

SAP Community

SAP Help Portal

OpenSAP

Enterprise Support Report

SAP Transformation Navigator

SAP Cloud Trust Center

SAP Digital Store

SAP.com

People @ SAP.com

Preferred Success Center

License Utilization Information

SAP Cloud Discovery Center

Free Trials @ SAP.com

SAP Innovation and Optimization Pathfinder

SAP Readiness Check

Customer Self-Services

End-to-End Guidance

Context-driven Exploration

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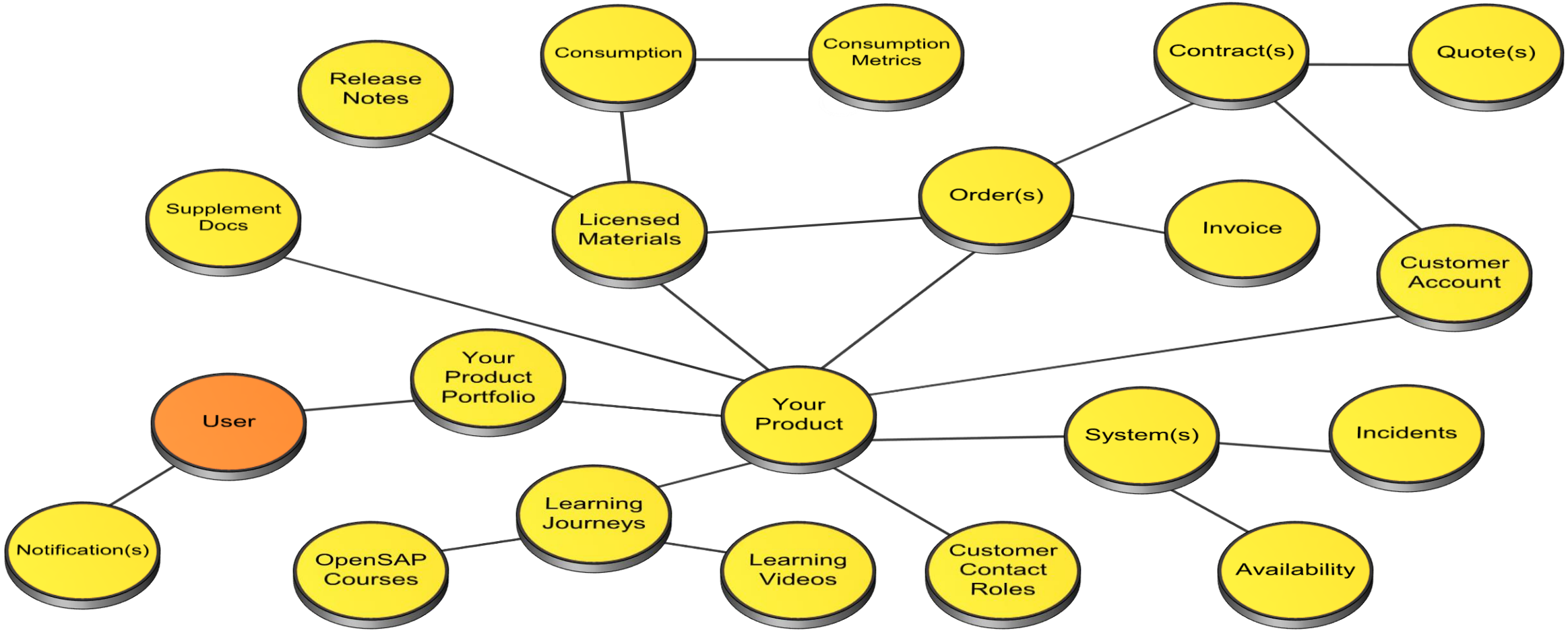
What leading roles are looking for

Information that drives decisions



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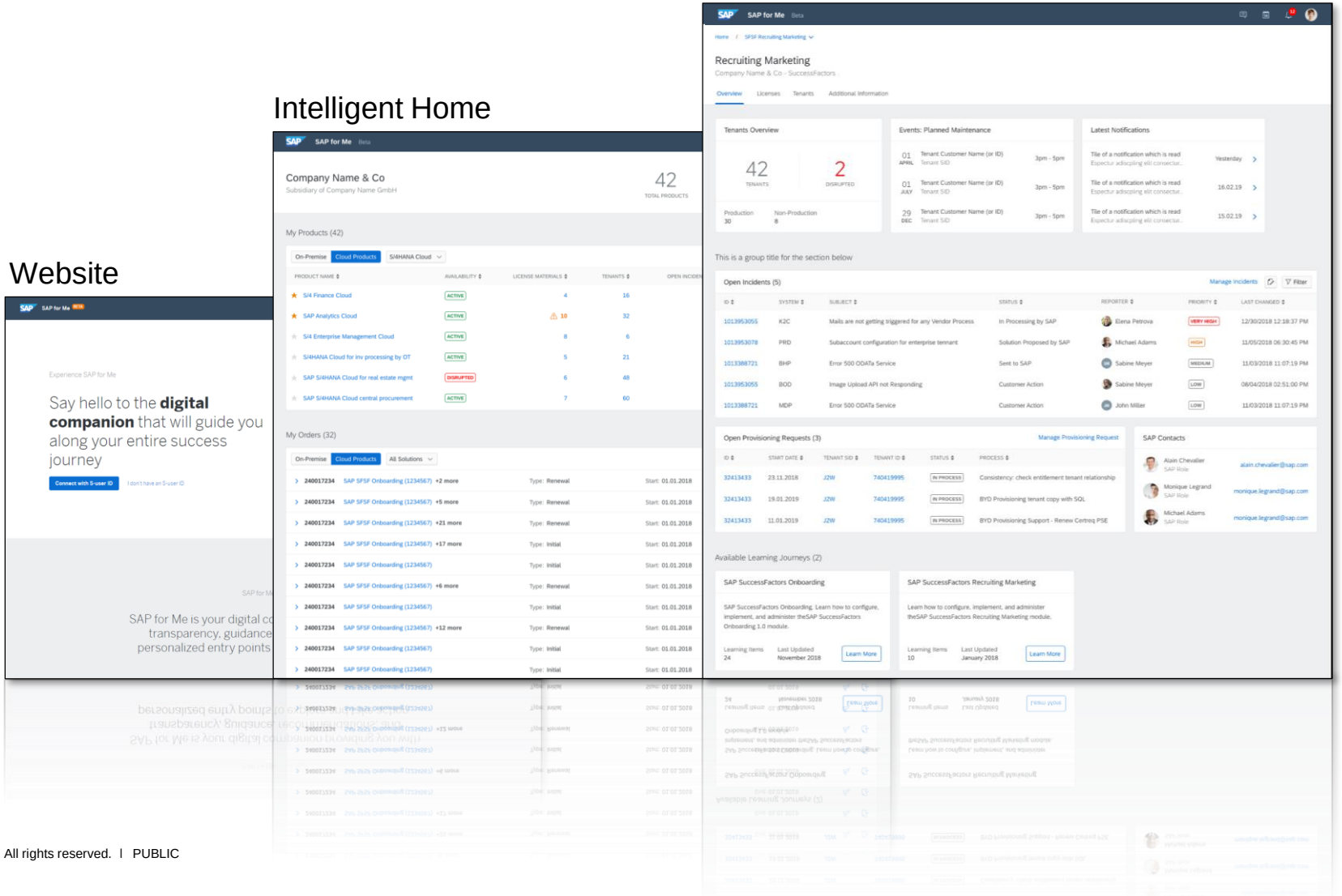
SAP for Me

me.sap.com

Product Detail Page

Intelligent Home

Website



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Cloud, On-premise and Hybrid

Intelligent Home of SAP for Me

Overview

SAP for Me is your digital companion providing quick transparency, guidance, recommendations and personalized entry points for you to explore and take action.

The Intelligent Home is the central place where your SAP for Me journey starts. It provides various metrics that will give you an instant overview of all the products you have licensed in your company, including a personalized view of your favorite products. This product list is one entry point into in-depth exploration. In the near future, we plan to provide additional entry points for people with a different focus, for example a contract or order list for people working in the finance department, or a learning projects list, for people in enablement roles. Please have a closer look at our roadmap for further details.

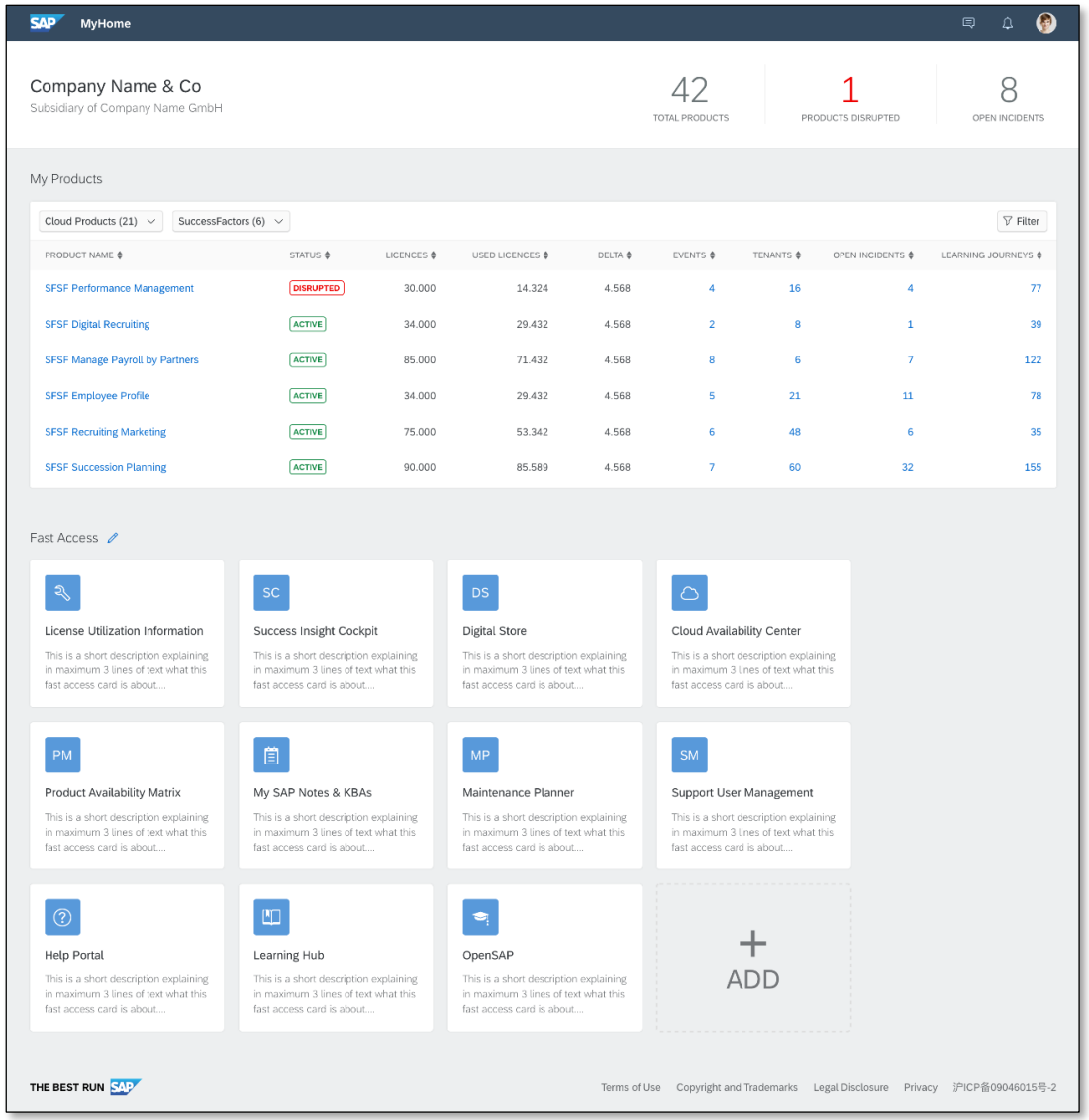
Finally, the Intelligent Home provides a comprehensive set of important, fast access links to other places at SAP that might be important to you.

Benefits

- Get immediate insight into important metrics
- Start your exploration with the area you are familiar with
- Gain fast access to SAP sources you frequently need

Outlook

- Additional section for alerts on specific events that require your immediate attention
- Additional entry points for exploration that are tailored to specific needs like
  - Contract View
  - Learning Project View



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Cloud, On-premise and Hybrid

Product Detail Page

Overview

The Product Detail Page contains a variety of information in the context of a specific product. This page is the target page of the entries in your product page as part of your Intelligent Home.

The Product Detail Page provides multiple perspectives starting with an overview and providing separate views for licenses, systems and additional information. As SAP for Me pages are dynamic, not all of its content might be visible for you. The visibility of UI elements is dependent on the current authorization settings of your users.

Furthermore, the Product Detail Page categories are different depending on the product type. The view is aligned with the specific needs, metrics and perspectives of cloud and on-premise products.

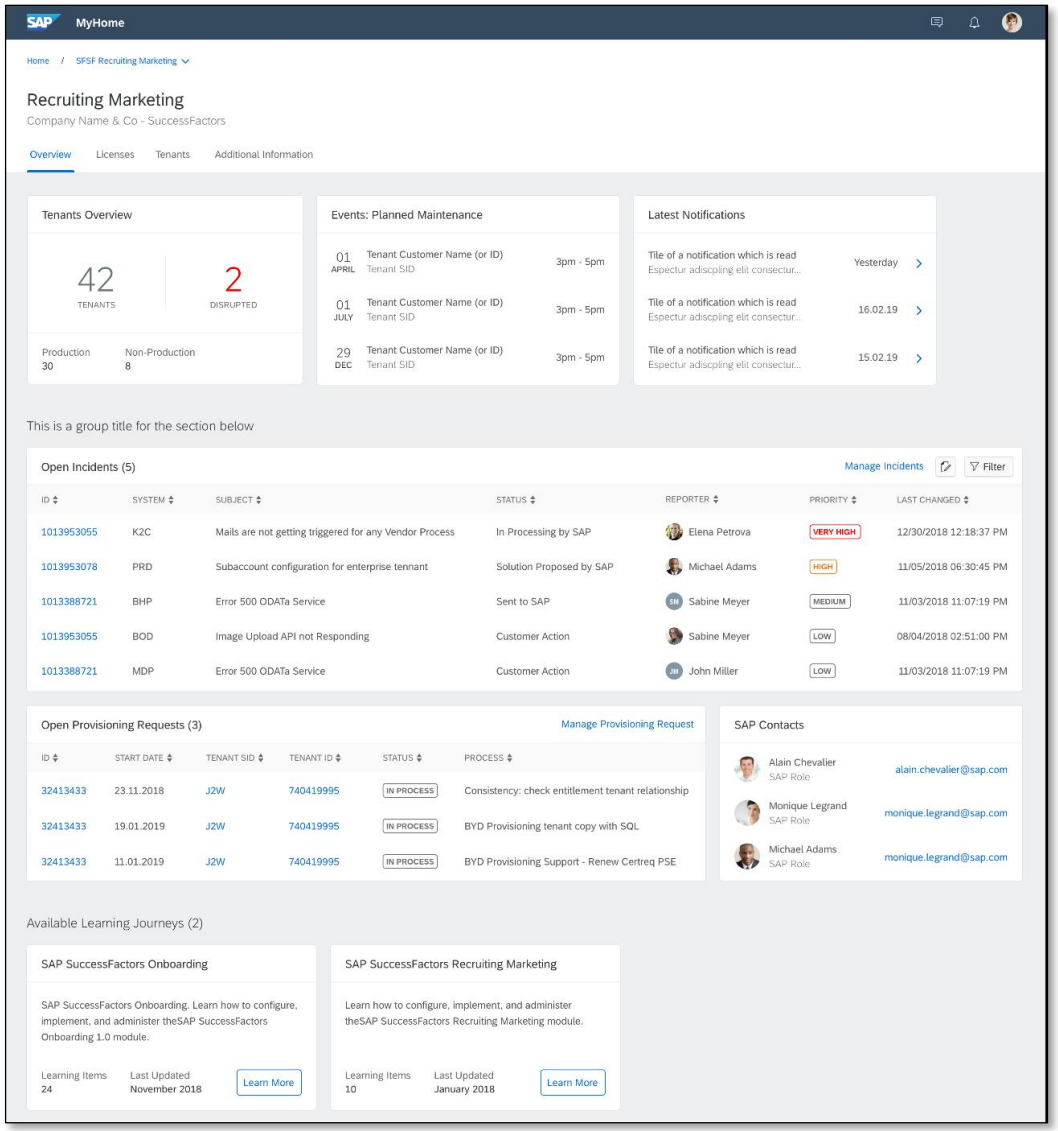
We will further enhance this page with additional cards and the capability to further personalize this to your needs. Please take a closer look at our roadmap for further details.

Benefits

- Get a quick and comprehensive overview of your product status
- Find triggers for required actions
- Find detailed, context-driven information where needed

Outlook

- Additional information for a broader overview
- More options for drill-down



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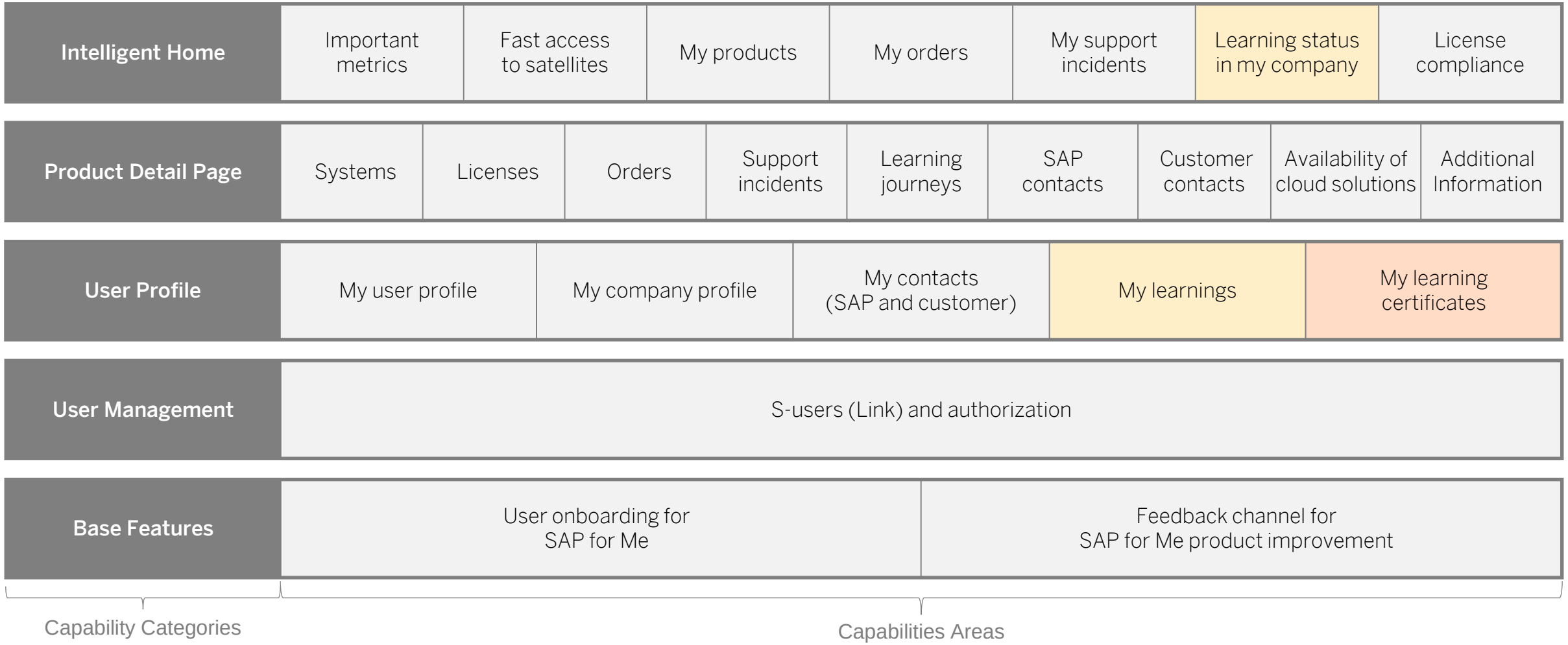
Capability Map

All capabilities across SAP for Me



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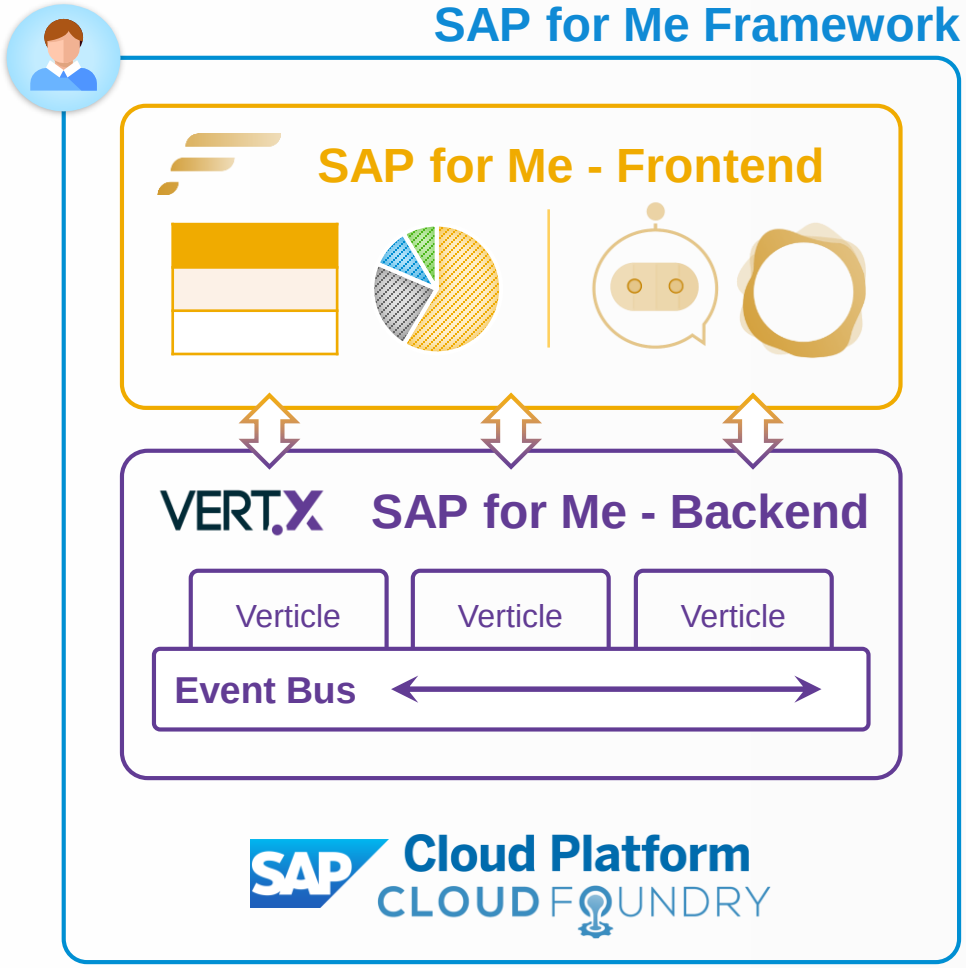
SAP for Me follows the principle of „SAP runs SAP“



Leveraging SAP Technologies:

Fiori 3

HTML Application Repository

CoPilot

node App Router

SAPUI5

Cloud Connector

Cloud Platform CLOUD FOUNDRY

API Management

SAP HANA

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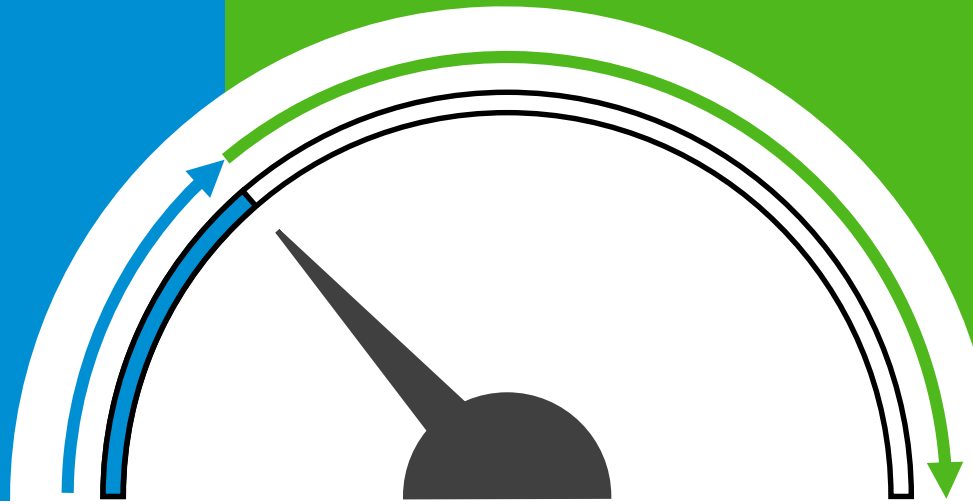
SAP for Me starts as open beta

SAPPHIRE is just the start starting point of a transformation story

Start

Based on
initial customer feedback



Evolve

Based on a broad customer feedback that reflects the complete customer base and all relevant user roles

- ✓ **Overall Customer Satisfaction**
- ✓ **Customer Feedback**
- ✓ **Functional Completeness**

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Bringing distributed SAP information in context

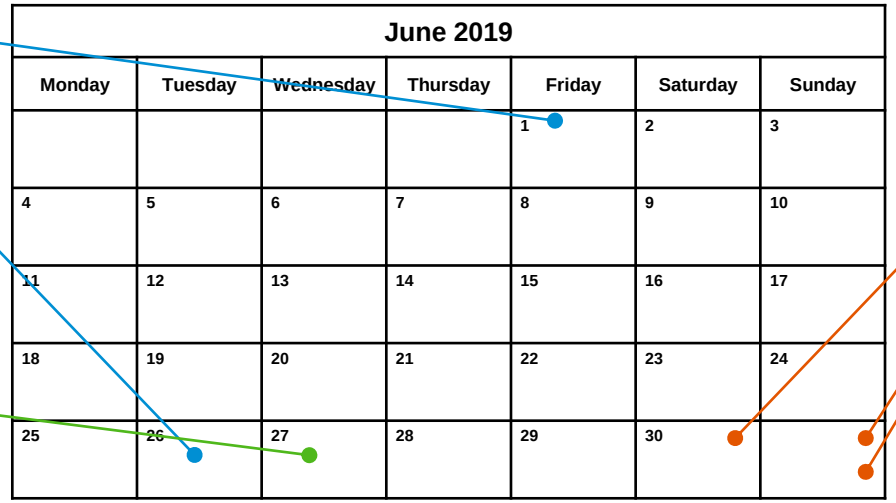
The near future of SAP for Me

Marketing

- SAP.com Event Finder (Link)
- Events.sap.com (Link)

SAP Beratung / Vertrieb

- Verschiedenste Quellen



Cloud Operations

- SAP Cloud Trust Center (Link)
- Cloud Availability Center

Personalisation

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Beyond SAPPHIRE

An outlook on things to come

	May 2019 Key Milestone: **SAPPHIRENOW 2019**	**H2/2019** Key Milestone: **DSAG Year Congress**	**2020** Key Milestone: **SAP Field Kick-Off**
Platform	Initial launch features of SAP for Me • Intelligent Home • Product Detail Page • User Profile • User Management • Base Features	Feature extensions to SAP for Me • Performance Optimization • UID Integration (Authentication) • **Central calendar** • Product-specific cards (e.g. for Preferred Success) • **Mobile Enablement (Responsive Design)**	Feature extensions to SAP for Me • **Mobile Enablement (Native)** • UID Integration (Consent/Interests) • **Chatbot Integration** • Smart recommendations • Situation-based guidance • **Central Communication Center**
Business	• Orders / License / Entitlement / Consumption • Systems / Incidents • View Contacts • My user / My Company / My Learnings	• **Manage customer contacts** (sales handover) • View maintenance events • View legal documents • Integrate Qualtrics-based satisfaction surveys • **View invoices**	• **Manage customer contacts** (orders) • View provisioning status • **View consumption for OnPremise** • View consumption for product bundles • **View Intelligent Outage Communication**

Project

Consolidation Phase (planned until July 2019) → **Scope Expansion**

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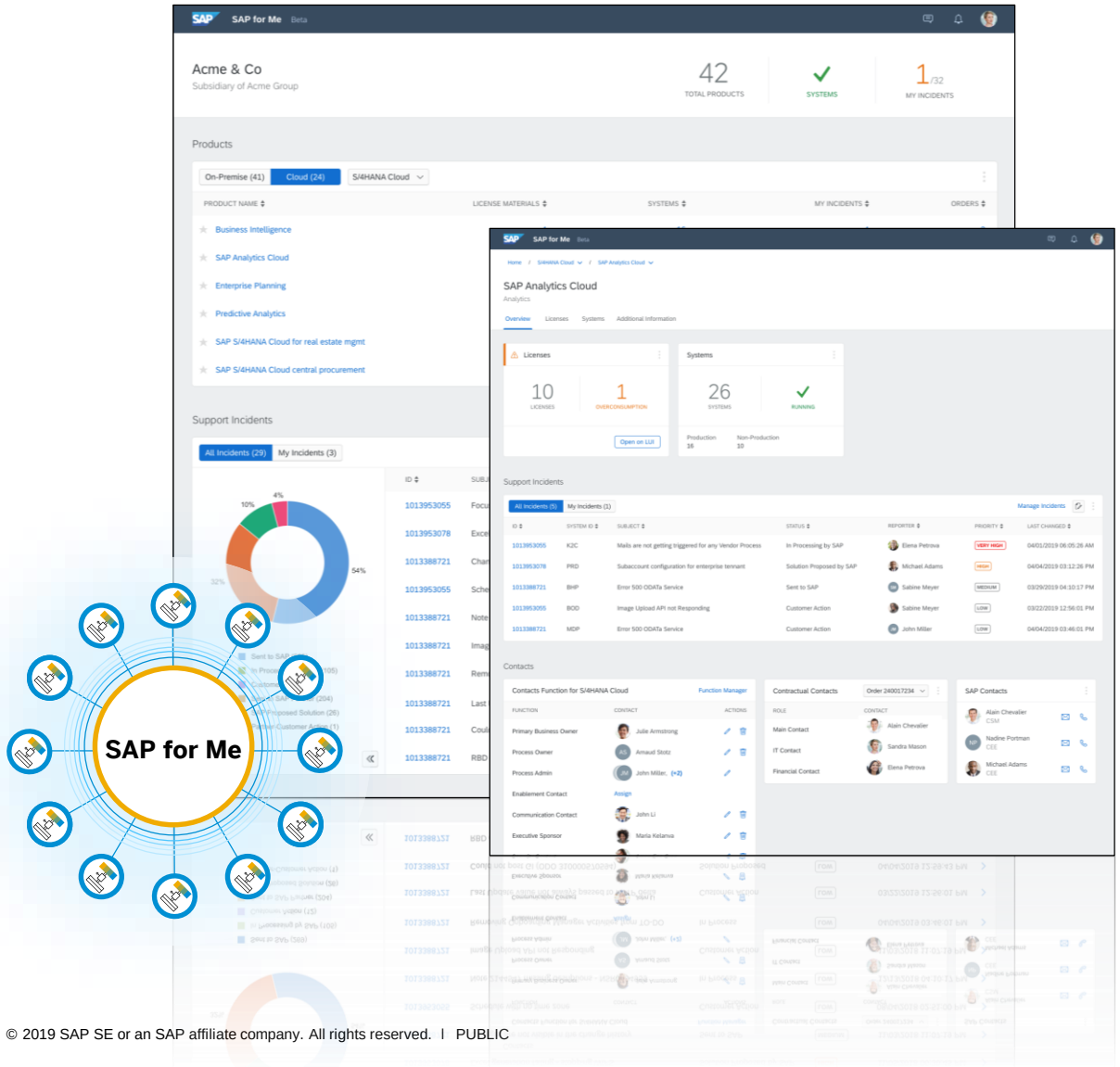
SAP for Me is made for you



- Your digital companion
  - Assists you in your interaction with SAP
- Single entry point
  - For various roles and interests
  - Across multiple SAP information sources
- Insight across your SAP product portfolio
  - Products, systems and status
  - Licenses utilization
  - Learning aspects
  - Support cases

me.sap.com

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