

# Trust and Transparency: A True Path to Cloud Reliability via Cloud Availability Center

Pinar Oezalp, SAP  
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# Meet the Speaker



## **Product Owner Cloud Availability Center**

Pinar is the product owner of the Cloud Availability Center tool, which provides SAP's customers with a consolidated and transparent view of the service availability and performance of their SAP cloud products with a personalized dashboard.

Before taking this role, she worked as a business process consultant for SAP Global Trade services, facilitating persuasive presentations and productive relationships with customers, partners, analysts, and cross functional teams.

Pinar has over 10 years of SAP experience in multi-cultural and multi-lingual environments for customer projects throughout Europe, Asia, and Middle East. She is a dedicated and hardworking professional with excellent planning, analytical, and communication skills.

# Agenda

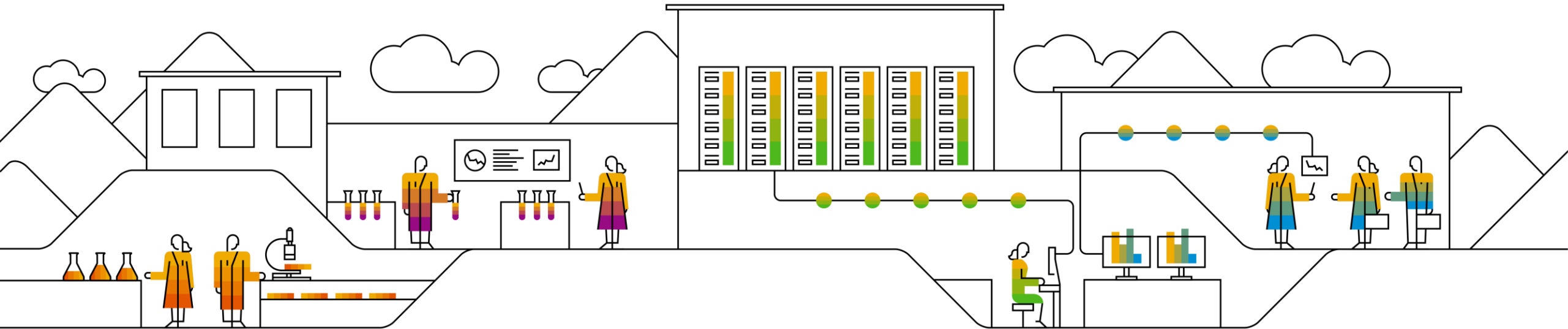
Introduction into the Cloud Availability Center

Demo

Facts and Figures

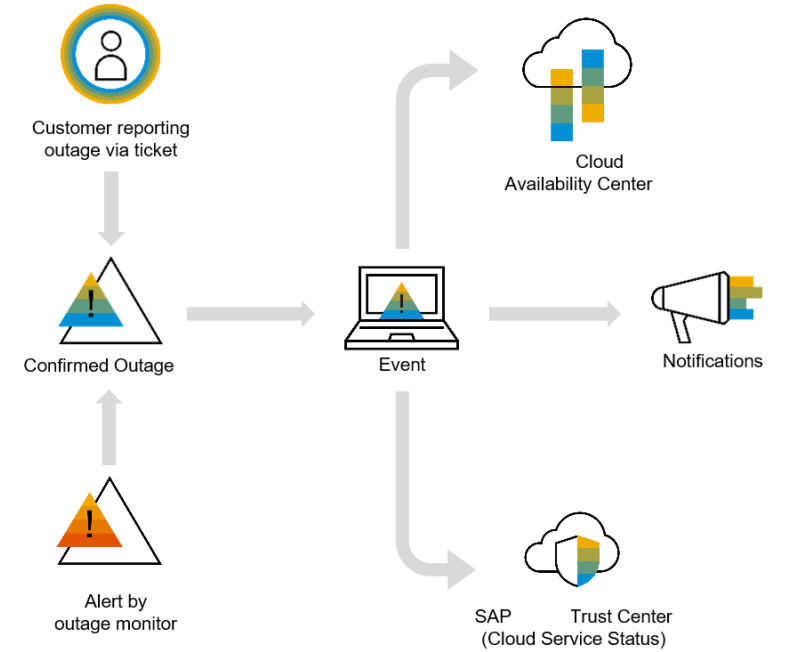
Q&A

# Introduction into the Cloud Availability Center



# Outage Care

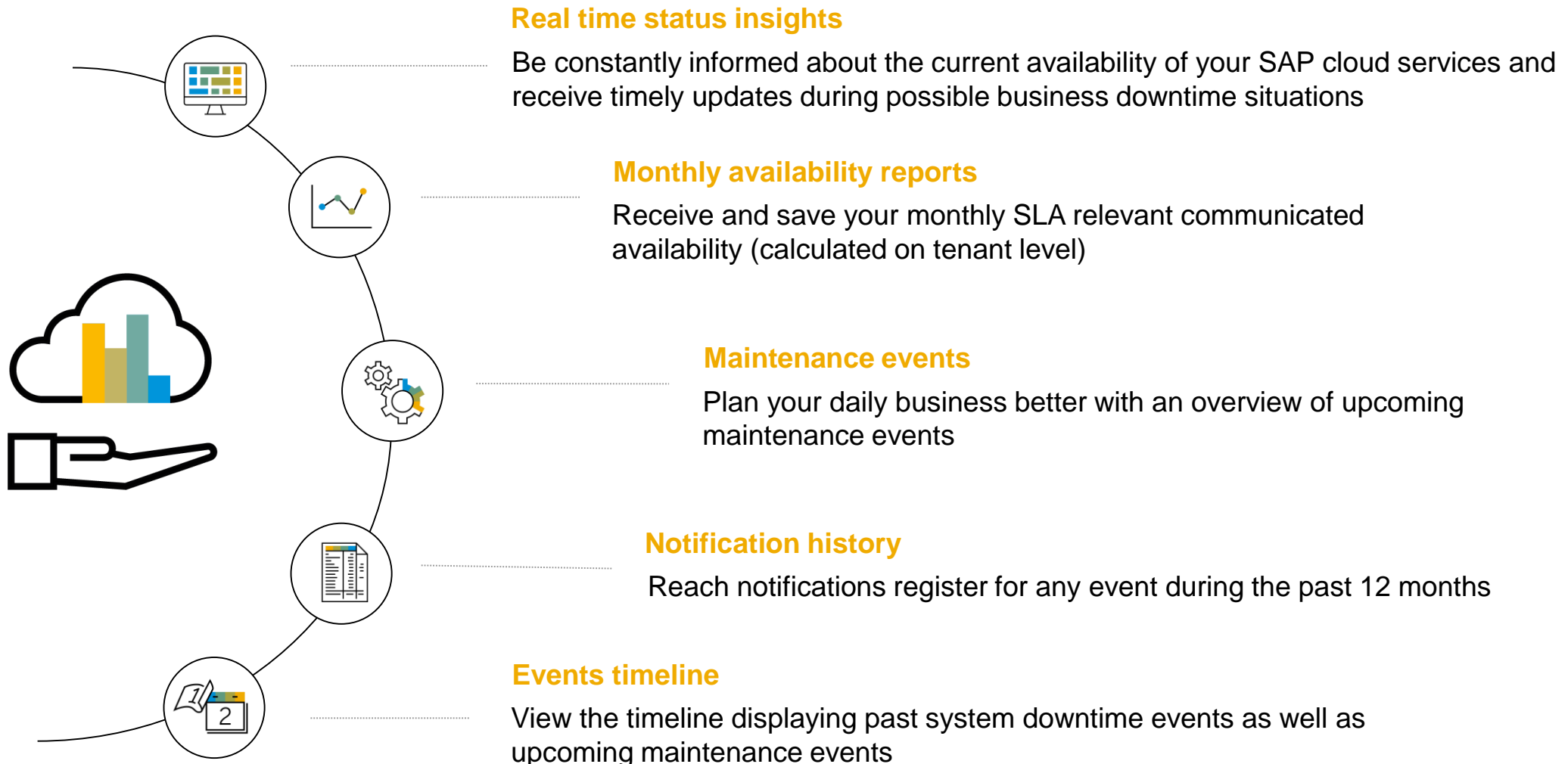
## Notifications & Cloud Availability Center & SAP Trust Center



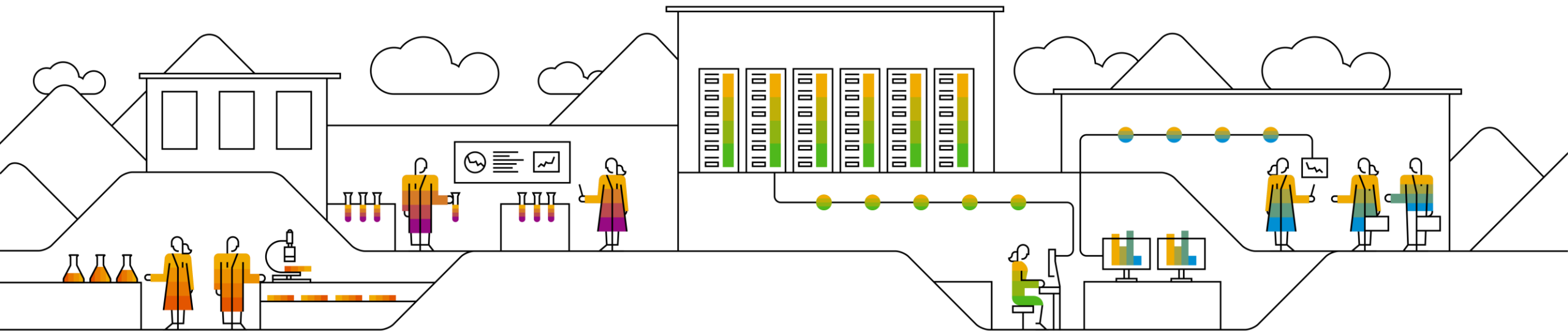
# Cloud Availability Center

Your personalized dashboard for cloud services availability status and maintenance overview

- The application can be accessed via the [SAP ONE Support Launch Pad](#).
- Access to the updated [user guide](#) is possible via the [Support Page](#).

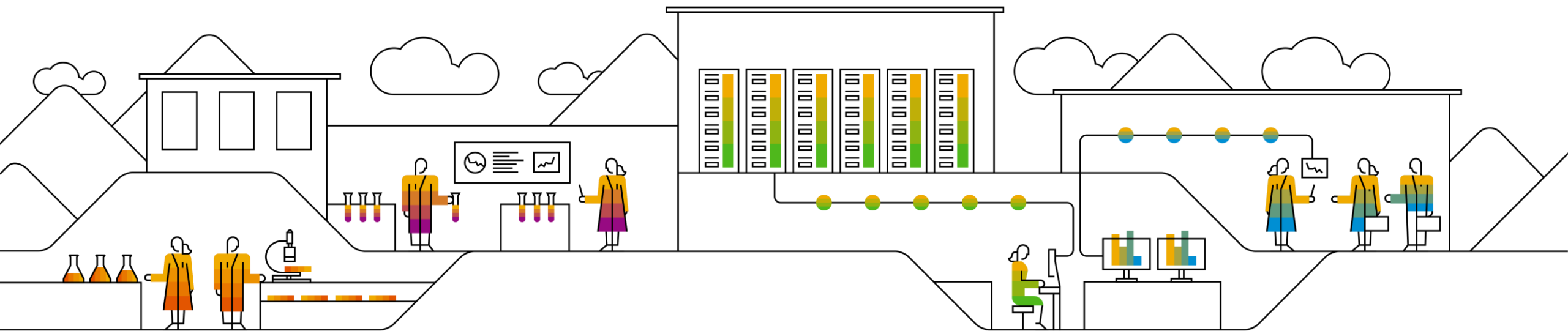


# Demo





# Facts and Figures



# Highlights Q2/19 & Outlook

## Highlights Q2/2019



**Go-Live**  
New version of Cloud Availability Center released on May 6<sup>th</sup>



**Internal Testing**  
Continuous testing by LoBs throughout development process



**Customer Testing**  
Successful customer tests in CW 16/17 with [11 customers](#)



**Onboarding of cloud services**  
SAP Customer Data Cloud, Treasury Management Integration for Trading Platform



**Customer Notification Self-service**  
Go-Live of basic version with CPI as pilot



**Continuous Development**  
after release of new version to meet all customer requirements



**Asset Creation**  
Create and update all CAC relevant assets including [user guide](#) etc.



**Communication Plan**  
Video announcement for relaunch, blogs, posts etc.



**Alignment and collaboration with SAP for me**

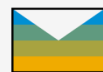
## Outlook



**User Group Webinar**  
[Trust and Transparency: A True Path to Cloud Reliability via Cloud Availability Center](#)



**Activation of web-in help**



**Customer notification self-service**  
Go-Live with full version in portal in August



**Walk Through Demo**  
for new version explaining all new features



**Coffee Corner Session**  
[Transparency in the Cloud: Cloud Availability Center](#)



**Continuous development activities and releases**  
Improvements, further features incl. all requirements



**Onboarding of all cloud products incl. HEC**



**Ongoing alignment and collaboration with SAP for me**

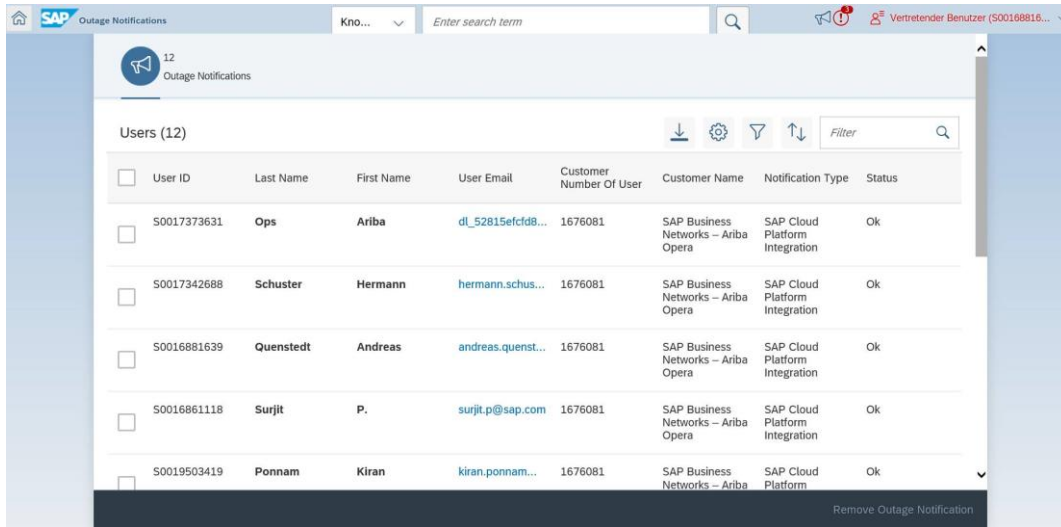


**Promotion and enablement for awareness**  
Content, assets, video, animation, blog etc.

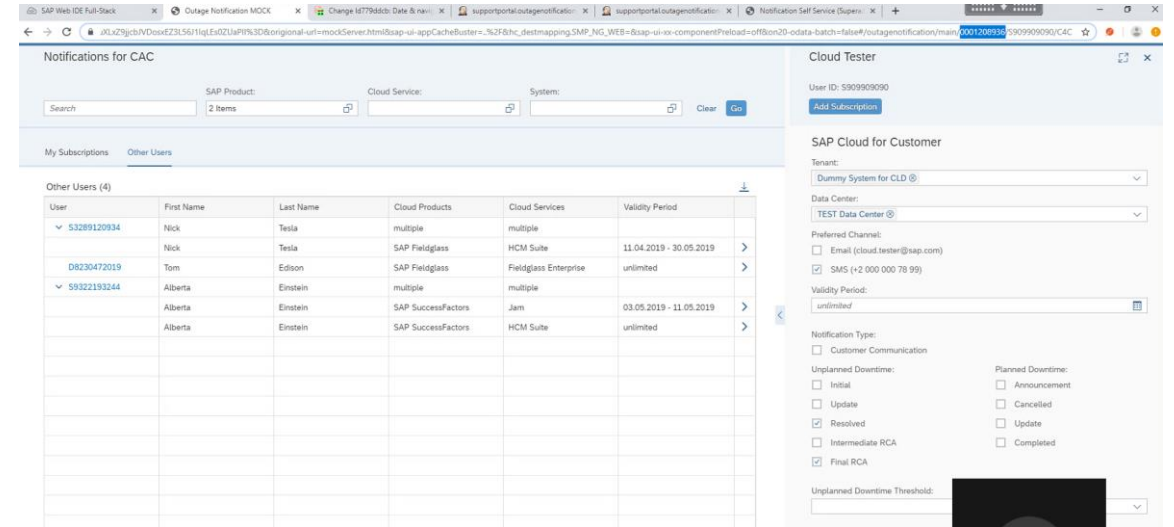
# Notification Tool

Cloud Availability Center offers customer notification self-service, where customers can manage their contacts and notification preferences.

Customers can add and remove contacts, choose which notifications for which services or tenants they want to receive and via which channel, as well as determining a threshold.



Pilot version (CPI only)



Full version (Delivery planned for August 2019)

# Useful Links and Assets



[System Access](#)  
via OneSupport  
Launchpad



[Support page](#)  
incl. [FAQ](#)



[Announcement](#)  
[video](#)

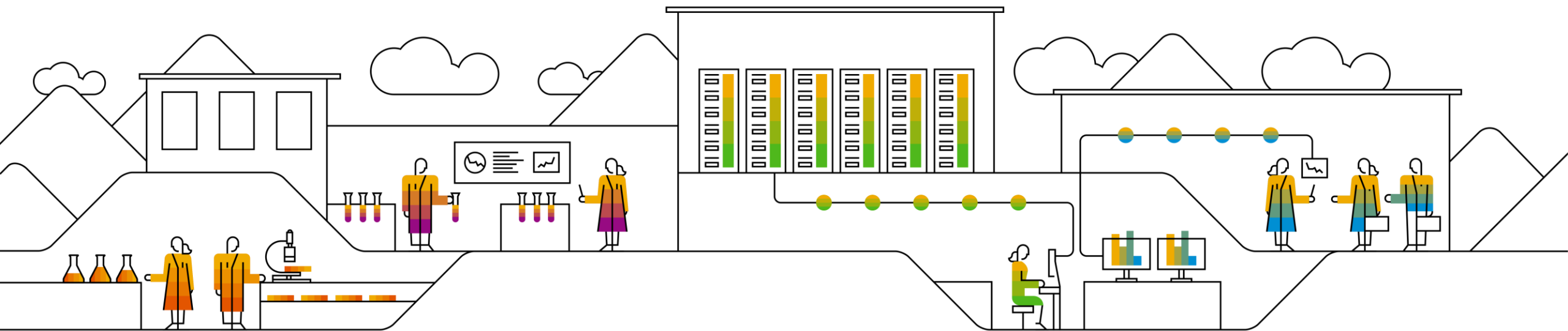


[User Guide](#)



[Contact us](#)

# Q&A



# Thank you.

Contact information:

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