Customer Center of Expertise (Customer COE)

Value Offering for Customers

Customer Center of Expertise Program – Digital Business Services
August 2019

Public

Run Simple

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Top 7 benefits for all certified Customer COEs

1. Access to **BENCHMARKS** within the peer group
2. **FASTER INCIDENT PROGRESSING** with special SAP incident flagging for certified CCOE
3. **FREE ACCESS** to SAP Learning Hub solution, including SAP Knowledge Transfer Products
4. **SPECIAL** Customer COE Knowledge Transfer **SESSIONS** with SAP experts to various topics
5. **ACCELERATORS FOR VALUE DEVELOPMENT** provided by Certified COE Customers -“Customers share their stories”
6. **EXCLUSIVE ACCESS** to the SAP Customer COE Community Suite (SAP Jam based group)
7. **Customer Center of Expertise Role** and **Incident Quality Dashboard** in the SAP ONE Support Launchpad (http://launchpad.support.sap.com)

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Top 7 benefits for all certified Customer COEs

Details

1 Access to **BENCHMARKS** within the peer group

SAP added new benchmarking information for customers that have successfully passed the Primary Certification for Customer COE:

- get an overview on SAP Incident Quality Benchmarking vs. a Peer Group with their Industry and Region

The CCOE Benchmarks are provided within the CCOE Certification Service Report

2 **FASTER INCIDENT PROGRESSING** with special SAP incident flagging for certified CCOE

- SAP created a flag for SAP incidents/messages raised from certified Customer COEs.
- This helps SAP identify incidents from certified CCOE's to be prioritized vs a customer that is not certified.
- The flagged incidents will receive a higher priority on SAP incident processors work monitor.

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Top 7 benefits for all certified Customer COEs

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FREE ACCESS to SAP Learning Hub* solution, including SAP Knowledge Transfer Products

This free-of-charge access will be granted for the duration of three months and for up to five individual users, once per certified CCOE.

How to request your voucher to access SAP Learning Hub:

- Once the Customer COE is certified, they are entitled for the free access.
- The Customer COE Manager identifies up to five users with a valid S-User for SAP's customer systems who should receive access and defines a start date when the access should be granted.
- To request an Access Voucher Customer COE Manager sends a mail to **e-learning@sap.com** including the defined access start date.
- The vouchers will be handed over afterwards via email to the requester.
- The requester/ Customer CCOE Manager forwards the voucher (access code) to the identified five users from his organization.

Category	CCOE
Voucher Validity	3 months
Number of Users	5 users
Voucher triggered by	CCOE Manager on request per E-mail
Frequency	Once per certified CCOE
Voucher Validity Start Date	On demand, defined by CCOE Manager
Access to Learning Hub Content	Professional Edition

*SAP Learning Hub provides customers with the latest product trainings, as well as Learning Maps, Learning Rooms, Collaboration Rooms and Live Access to training systems 24 hours a day. It includes Early Knowledge Transfer (EKT), former Ramp-up Knowledge Transfer as well. EKT is SAP's enablement offering to support SAP customers and partners in adopting innovations early and successfully.

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Top 7 benefits for all certified Customer COEs

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4 **SPECIAL** Customer COE Knowledge Transfer **SESSIONS** with SAP experts to various topics

Take advantage of Meet the Expert Sessions exclusively conduct for Certified Customer COEs about topics a COE should know, (visit CCOE Portal → Area of knowledge transfer). Examples:

- **Session about Support Essentials:** One of the most important areas of the COE responsibility is the SAP Incident Management. To ensure a fast and problem solving assistance, a COE should be aware about current rules, processes and responsibilities to collaborate with SAP Support…
- **Session about Innovation**: To simplify your search for new functions, SAP offers a new self-service providing customers with innovations tailored to their business as well as comprehensive business and technical information. With this Webcast we introduce the COE to the self-service and show how to work with) (visit CCOE Portal → Area of knowledge transfer)

5 **ACCELERATORS FOR VALUE DEVELOPMENT** provided by Certified CCOE Customers – "Customers share their stories"

Benefit from the experience of other CCOEs Customers tell their stories …The idea behind this section is:

- Real life customer examples
- Customers to tell customers their ideas, not SAP sending blue-prints
- Best practices from a variety of areas

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Top 7 benefits for all certified Customer COEs

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EXCLUSIVE ACCESS to the SAP Customer COE Community Suite (SAP Jam based group)

This exclusive SAP Jam Group provides added-value content, only available to certified Customer COE(s), whether they are Primary or Advanced COE certified. SAP employees are also invited to inform themselves and network with Customers.

Customers can take advantage of latest Customer COE best practices, Customer COE Info Forums Presentations and other precious insights.

Customers can use feed updates and forums to stay up-to-date with the Customer COE Program, ask or even answer questions, or simply network with all community members.

Access available upon customer's request. Please send an email to coe.program@sap.com

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Top 7 benefits for all certified Customer COEs

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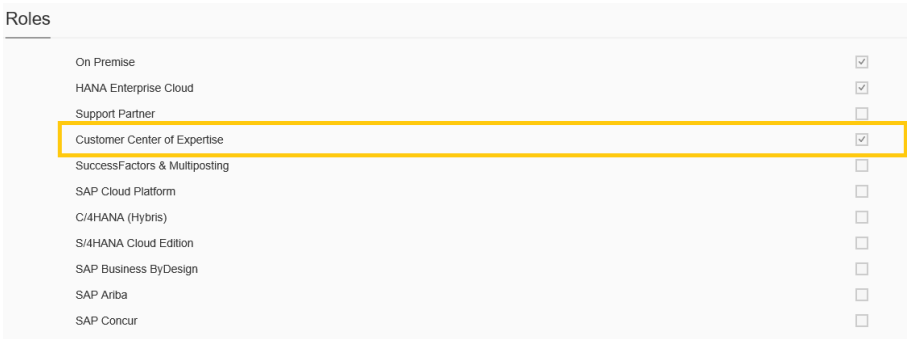
Customer Center of Expertise Role and **Incident Quality Dashboard** in the SAP ONE Support Launchpad

SAP Customers can now select the new **Role Customer Center of Expertise** in the SAP ONE Support Launchpad. For the Customer Center of Expertise role two new tile groups are predefined:

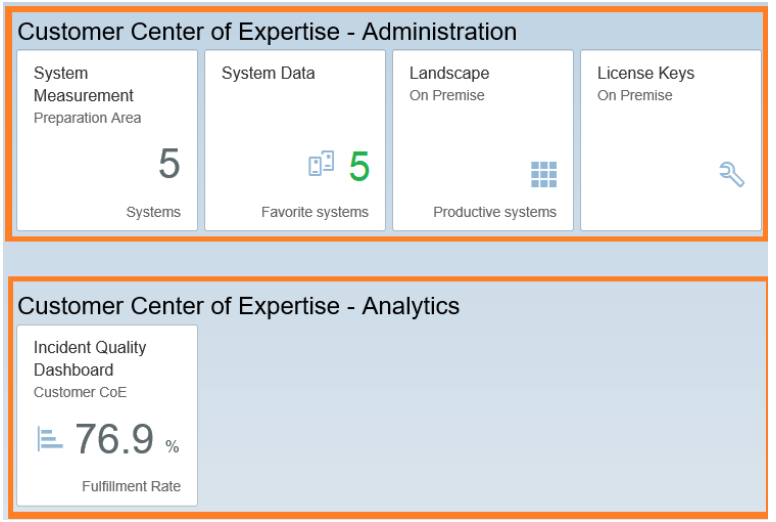
- Customer Center of Expertise - Administration
- Customer Center of Expertise - Analytics



SAP Customers COEs are now able to define an own cockpit with relevant support tools and applications for daily tasks and activities.

SAP ONE Support Launchpad:
http://launchpad.support.sap.com → User Profile

Incident Quality Dashboard:
http://launchpad.support.sap.com/#/incidentqualitynew



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Mature Customer COE for more values through daily business

INFORMATION MANAGEMENT

- **HIGHER ACCEPTANCE** due to close integration of IT unit into the company
- **KNOWLEDGE SHARING & NETWORKING** with peers and SAP Experts at SAP CCOE Events
- **MAXIMUM TRANSPARENCY** – CCOE is the central channel in your company for SAP knowledge
- **PROFESSIONALISM** in collection, preparation and sharing of relevant IT-information based on experience and expertise with SAP & target groups within own company

CONTRACT & LICENSE MANAGEMENT

- **MAXIMUM TRANSPARENCY** about the currently available license models and their optimal allocation
- **ALWAYS UP-TO-DATE** regarding SAPs price and conditions regulations

INNOVATION / INFLUENCE SAP DEVELOPMENT

- Participation on SAP major programs as **CUSTOMER CONNECTION** or **CUSTOMER ENGAGEMENT INITIATIVE** to get in touch with SAP Development and to use SAP innovations easier
- **SINGLE SOURCE OF TRUTH** for IT today and IT tomorrow to best support company's vision

SUPPORT OPERATIONS

- **REDUCED DOWNTIME** through a built-in provision of standardized diagnostic tools, integration testing, and business process monitoring
- **EFFICIENCY** in use of IT resources – fully exploit the existing tools and knowledge capabilities

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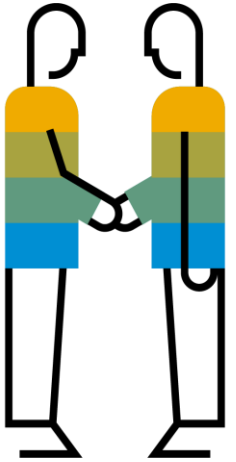
Thank You!

In case of issues please open a ticket under component: **XX-SER-SAPSMP-COE**



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