SAP for Me
The customer portal of SAP

Demo Vision & Scope Capabilities Roadmap Q&A

SAP for Me – Webinar Series

Session 6: Core features of SAP for Me in practice

Anna Withum, Product Owner of SAP for Me - Core
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Your Speakers

SAP for Me
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Webinar Series: Overview

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Recording Available

SAP for Me Overview

Jürgen Jakowski
Oguzhan Genis

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SAP Universal ID – A key foundation of SAP for Me

Cornelia Mitschke
Jürgen Jakowski

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Finance & legal aspects in SAP for Me

Oguzhan Genis
Jürgen Jakowski

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Context-driven knowledge & learning with SAP for Me

Thomas Braun
Jürgen Jakowski

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Transparency on systems & provisioning with SAP for Me

Robert Wetzold
Jürgen Jakowski

April 28th – 2020
02:00pm CET

Core features of SAP for Me in practice

Anna Withum
Jürgen Jakowski

TBD

Becoming more efficient as a partner with SAP for Me

Jennifer Guano
Jürgen Jakowski

H2 – 2020

Additional sessions

Please find all recordings and presentation material at: https://blogs.sap.com/2020/04/09/sap-for-me-webinar-series-season-1/

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A Short Demo (Live)

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A Short Mockup Demo (from the lab)

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Our Vision & Scope

Our Vision for SAP for Me

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A customer portal that serves as a digital companion.

Mission for Cross Capabilities

Provide central capabilities for a consistent, context-based exploration of complex information and build digital self-services to empower customers turning their insights to action at any time on their desktop or mobile device.

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Our Scope

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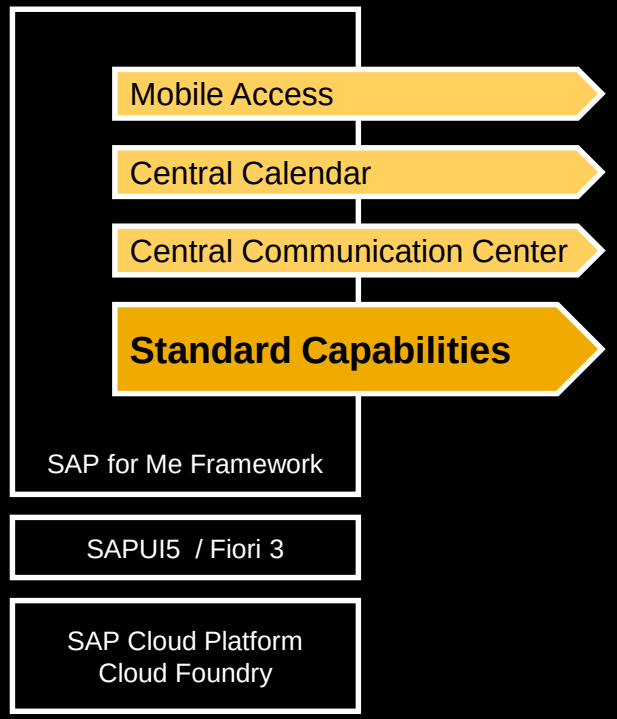
All people interacting with any digital SAP channel

Central functions to consolidate all types of information

Without SAP for Me

- Digital communication is mainly driven via mails
- Event-communication is highly distributed
- Existing tools don't know me and my context well
- There is not that one tool that can guide me as customer



With SAP for Me

Better manage communication with SAP across your portfolio

Identify important events in one place in context with your interests

Use your mobile device or desktop at any time

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SAP for Me Capabilities

SAP for Me Capability Areas

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Portfolio & Products

- Manage my purchased products
- Influence my purchased products

Finance & Legal

- Manage my orders
- Manage my licenses

Systems & Provisioning

- Manage my systems

Maintenance & Support

- Manage my incidents

Knowledge & Learning

- Manage my personal learning
- Manage my company's learning activities

Users & Contacts

- Manage my contacts

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Cross Capabilities

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Existing Capabilities and Pipeline for Cross Capabilities

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Standard Capabilities

- **View** / **inspect** product portfolio and product details
- **View** / **inspect** KPIs and alerts
- **Provide** feedback
- **Personalize** (e.g. favorites, drag & drop)
- **Find** additional information resources
- Search for specific information
- Personalize (e.g. own dashboard, card catalog)

Central Communication Center

- **View** / **inspect** SAP community notifications
- View / inspect SAP support notification
- View / inspect CAC notifications

Central Calendar

- View / inspect upcoming planned maintenance
- View / inspect license key expiry date
- View / inspect regular SAP Security Patch Days

Mobile Access (Smartphones)

- Consume all desktop scenarios (responsive UI)
- View / inspect notifications (including push notifications)
- View / inspect urgent activities
- View / inspect events

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SAP for Me Roadmap

SAP for Me Roadmap (1/2)

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	2020 / Q1	2020 / Q2	2020 / H2	2021
Portfolio & Products		• Product-related roadmaps • Portfolio categories V1 • Product-specific calendar • Bundle support	• SAP Cloud Platform specific cards	**End-2-End Coverage** • From Trial to Production • From Order to Consumption & Payment **Digital Channel Simplification** • Centralization of content and data • Sunsetting of existing SAP tools and portals
Systems & Provisioning		• System provisioning and status • Display communicated availability • Onboard CAC notifications • Systems card @ home screen	• Manage systems (e.g. renaming, initial password retrieval) • System notification history • Support for cloud zones	
Knowledge & Learning	• Show my learning certificates		• Learning bookings across company	
Finance & Legal	• Show supplement documents	• Show legal documents for anonymous users • Order hierarchy • Show invoices	• License consumption history • Shop integration / upsell	

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SAP for Me Roadmap (2/2)

SAP for Me

	2020 / Q1	2020 / Q2	2020 / H2	2021
Maintenance & Support		• Maintenance contract details • Onboard support notifications • Planned maintenance events • Maintenance windows	• List available support services	
Users & Contacts		• Show users existing and missing authorization • Customer hierarchy support	• SAP Universal ID – Native • SAP Universal ID – Interests	
Cross Capabilities	• Communication center (V1)	• Central calendar V1 • Browser support V1 • Smartphone support (responsive)	• Card catalog • Card recommendations • Data export	
Partners Access		• Extended Partner View • Indirect Deal Execution • Partner's Customers Orders/Products	• Partner Relationship Details • Partner Competencies • Partner Customer's Maintenance and Renew details	

End-2-End Coverage

- From trial to production
- From order to consumption & payment

Digital Channel Simplification

- Centralization of content and data
- Sunsetting of existing SAP tools and portals

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You have Questions?

Typical Questions and More

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How to access SAP for Me?	me.sap.com
Does SAP for Me support smartphones?	Very soon. Planned for Q2/2020
How to test the mockups?	https://experience.sap.com/remoteusabilitytesting/

What is your question?

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