



Webinar Series SAP&GUPS

SAP Service & Support Portfolio

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SAP Services and Support portfolio



Preparing for availability **January 2026**

- **Choice, clarity, and simplicity** in engagement options
- **More predictability** of TCO and ROI
- **Continuous** and **proactive** value realization
- **Consistent approach** delivered across your landscape
- **Driving innovation adoption** throughout your journey with SAP

Choose the success plan you need to ensure your continuous success

Success plans are tiered engagements that provide a rich set of features ranging from self-guided resources to a personalized partnership.

Success Plans

Max

Enable large and complex business transformation with a strategic partnership that provides end-to-end guidance from dedicated experts. Inclusive of all plans.

Advanced

Continually unlock the full value of your investment with proactive guidance as you deploy solutions and adopt innovations. Builds on the foundational plan.



Foundational

Adopt, transform, and ensure continuity with content, guidance, learning, mission-critical support, and more. Included with every SAP cloud solution.

Professional Services

Application Management

Preparing for availability January 2026

Comparison of success plans

What's included*	Foundational	Advanced	Max
Preventative 24/7 mission-critical support	✓	✓	✓
Transformation guidance with SAP Cloud ALM	✓	✓	✓
Self-guided learning journeys and curated content	✓	✓	✓
Onboarding services and launch activities	✓	✓	✓
Continuous quality checks and support advisory	✓	✓	✓
Accelerated SLAs for support response		✓	✓
Innovation and adoption guidance		✓	✓
AI monitoring and recommendations		✓	✓
Activation and optimization services		✓	✓
Orchestration of success plan		✓	✓
Dedicated success expert			✓
Business process improvement			✓
Complex transformation safeguarding			✓
Proof of concept solution development			✓
Accelerated incident management			✓
Access to purchase a 99.95% SLA			✓

* This slide is intended to show the future direction of the portfolio. Exact features included in each plan are subject to change prior to formal release.

Professional services for project-based needs

Choose single offerings to help drive the success of initiatives you're running today.

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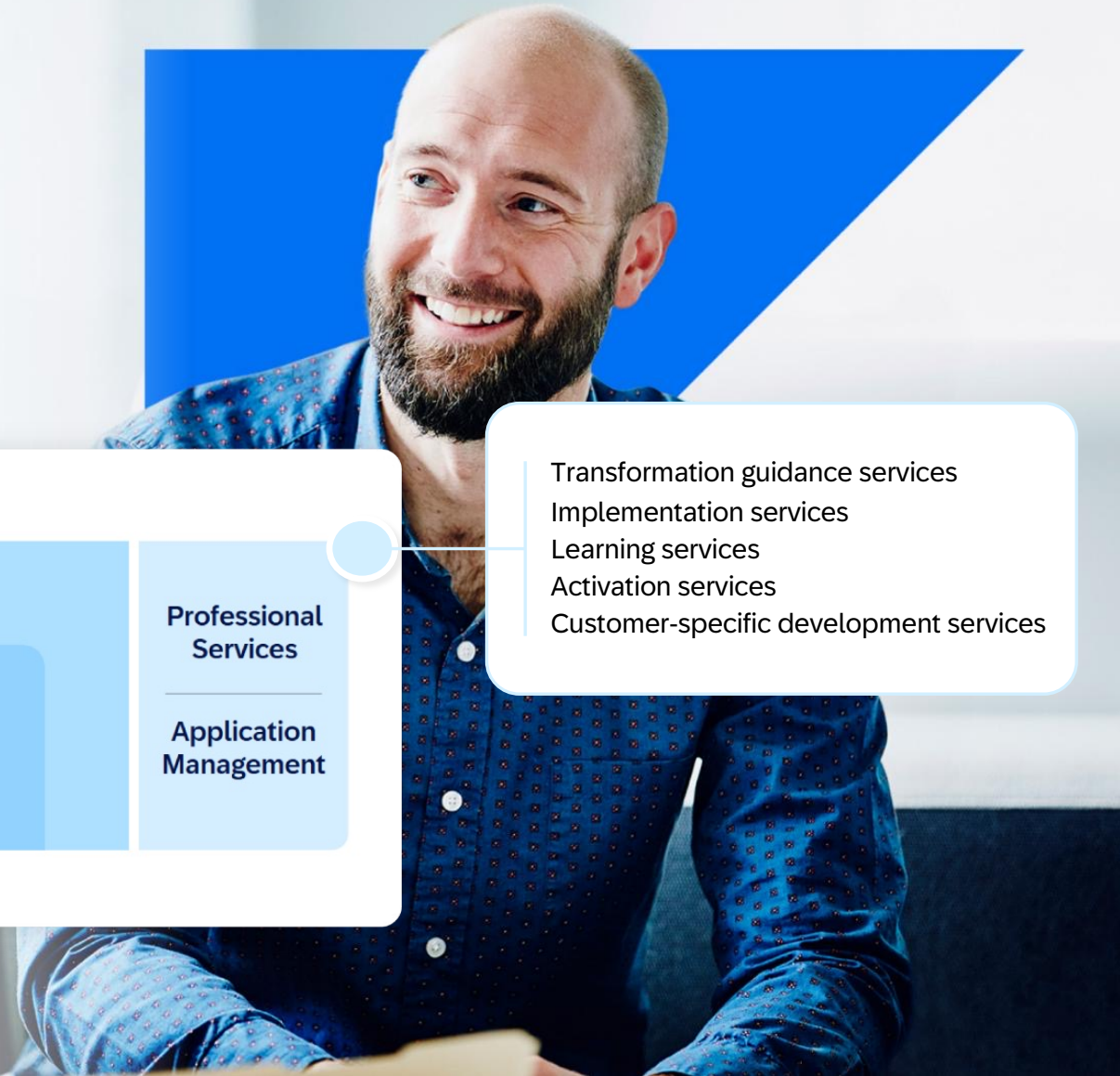
Foundational

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Professional Services

Application Management

- Transformation guidance services
- Implementation services
- Learning services
- Activation services
- Customer-specific development services



Application management for cloud operations

Liberate your IT teams from day-to-day maintenance to drive meaningful innovation.



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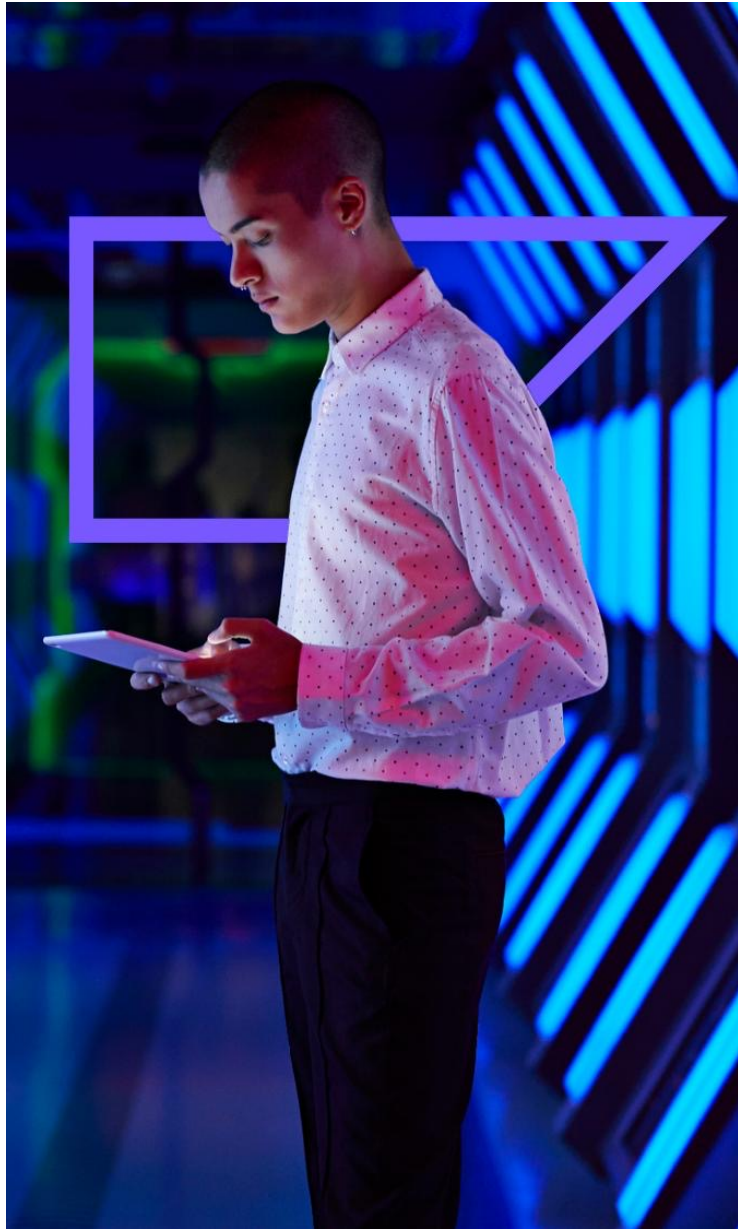
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Professional
Services

Application
Management

- Application operations
- Continuous improvement
- Test management
- Advanced security
- Advanced monitoring
- Business AI operations
- Performance management



Scenario: Adopt SAP Business AI solutions and identify custom AI use cases

Success Plans

Highlighted Features

Max

- Define your AI strategy
- Create a data and architecture roadmap
- Build prototypes for custom AI use cases

Advanced

- Identify the potential of SAP Business AI for your organization
- Build a plan and activate strategic SAP Business AI use cases
- Receive ongoing product guidance and optimization advice

Foundational

- Ramp up your team with learning journeys for SAP Business AI
- Turn on Joule through SAP for Me
- Stay informed on solution and use case documentation on help.sap.com



Scenario: Deploy SAP Business Data Cloud (SAP BDC) solution

Success Plans

Highlighted Features

Max

- Define your data and migration strategies
- Create a data and architecture roadmap
- Build proof of concepts for SAP BDC use cases

Advanced

- Identify the potential of SAP BDC including migration options
- Understand potential SAP BDC use cases through SAP experts
- Receive ongoing product guidance and optimization advice

Foundational

- Ramp up your team with learning journeys for SAP BDC
- Stay informed on solution and use case documentation on help.sap.com



Scenario: Transition to SAP Business Suite through a RISE with SAP transformation journey

Success Plans

Highlighted Features

Max

- Optimize business processes aligned to your strategy
- Improve end-user adoption with experience optimization advice
- Secure your transformation journey through a tailored engagement

Advanced

- Maximize solution adoption with insights on your usage
- Enable your team with a transformation mindset advisory session
- Receive ongoing product guidance and optimization advice

Foundational

- Streamline your cloud transition with the SAP Business Suite Methodology
- Ramp up your team with learning journey for RISE with SAP
- Stay informed on solution and use case documentation on help.sap.com

What's available today to guide you on your journey with SAP

You can get started now

If you're moving to the cloud now and want to experience a level of service **like the advanced success plan**, we can help.

Activation Services

Start using software sooner and improve operations with small deployment services.

Value Assurance

Safeguard the initial technical solution deployment to ensure adaption long-term.

SAP Preferred Success

Support long-term adoption of and value realization from the cloud solution.

SAP Micro-App Hub Units

Access to a repository of solutions to extend core SAP applications.

SAP Enterprise Support

Tools and services, curated content, and mission-critical support for deployment and business continuity.- included with every SAP cloud solution.



What's available today to guide you on your journey with SAP

You can get started now

If you're moving to the cloud now and want to experience a level of service **like the max success plan**, we can help.

SAP MaxAttention or SAP Active Attention

Drive company-wide transformation with long-term, strategic engagements delivered by a dedicated SAP team.

Activation Services

Start using software sooner and improve operations with small deployment services.

SAP Micro-App Hub Units

Access to a repository of solutions to extend core SAP applications.

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Your success is our priority

Together with you and your partners, we are prepared to meet you where you are in your journey.



Guidance towards your every goal



Flexible and continuous engagement



Business continuity through change



25,000+
service and support experts

50+ years
of expertise across 26 industries

200,000+
certified partner consultants

300m+
subscribers trust SAP

Success Plans

Max

Enable large and complex business transformation with a strategic partnership that provides end-to-end guidance from dedicated experts. Inclusive of all plans.

Advanced

Continually unlock the full value of your investment with proactive guidance as you deploy solutions and adopt innovations. Builds on the foundational plan.



Foundational

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Source: [Company Information](#) | [About SAP SE](#)



Take note of some useful links...

- [SAP Support Portal](#)
- [SAP for ME](#)
- [SAP Service and Support](#)



Grazie per aver partecipato alla Webinar SAP&GUPS SAP Services and Support Portfolio

Compila il form e riceverai il materiale della sessione




Visit us online at
www.sap.com/services-support



Webinar series SAP&GUPS


 18 Settembre 2025 h10-10.45

 **25 Settembre 2025 h11-11.45**


 16 Ottobre 2025 (pomeriggio)

 13 Novembre 2025 (pomeriggio)

 17 Dicembre 2025 (mattina)


 15 Gennaio 2026 (mattina)

 18 Febbraio 2026 (pomeriggio)


 Come prepararsi al 2026: SAP Compatibility Packs, SAP ECC e roadmap consigliate


 **Dal 1.1.26 cosa cambia nell'offerta di Supporto SAP: cosa sapere sul nuovo SAP Service & Support Portfolio**

 SAP SafeKeeper: continuità e supporto oltre il 2025

 Capire dove sei per decidere dove andare: SAP Readiness Check e SAP Business Process Insight by Signavio

 SAP Customer Evolution Kit: tutti gli asset utili a clienti e partner

 SAP for Me: il portale unico per il supporto, la gestione licenze e contratti

 SAP Cloud ALM: monitoraggio, ottimizzazione e roadmap futura



Grazie

Daniela Papadia

SAP Customer Evolution Senior Partner

SAP Italia

SAP Support and Services : Achieving success together

Choose the pace and engagement that fit your needs – delivering results and value from the start and for years to come.

Power your success
with guidance and
foundational support.

Accelerate your path
with personalized plans
and services.

**Drive company-wide
transformation** with
premium engagements.

POWER YOUR SUCCESS

[SAP Enterprise Support Cloud Edition](#)

[Embedded Launch Activities](#)

(SuccessFactors, Customer experience, S4hana
Public Cloud - Private Cloud)

[SAP Enterprise Support](#)

Additional Support offer On Premise

[SAP Standard Support](#)

[SAP Product Support for Large Enterprise](#)

[Advanced Secure Support](#)

ACCELERATE YOUR PATH

Personalized Plans

[SAP Preferred Success](#)

[SAP Preferred Success Expanded Editions](#)

[SAP Learning Hub / SAP Enable Now](#)

Project-Based Services

[SAP Value Assurance](#)

[Activation and Optimization Services](#)

[SAP Advisory Services](#)

[Data Mgmt & Landscape Transformation
Services](#)

[Learning Services](#)

DRIVE YOUR TRANSFORMATION

Project-Based Services

[SAP ActiveAttention](#)

[SAP MaxAttention](#)

Cloud

On Premise

Hybrid

[SAP Enterprise Cloud Services](#)

Continuous Collaboration with you and your partner

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DRIVE YOUR TRANSFORMATION

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Continuous Collaboration with you and your partner

SAP Support Offerings for on Premise Software

	Choose one of the foundational support offerings		
Source:	SAP Standard Support	SAP Product Support for Large Enterprises (PSLE)	SAP Enterprise Support
Scope of product coverage	SAP on-premise software	SAP on-premise software	SAP on-premise software
Incident handling and community	✓	✓	✓
Global 24x7 escalation procedures	✓	✓	✓
Global support backbone	✓	✓	✓
Expert Chat and Schedule an Expert	✓	✓	✓
New release updates and product roadmaps	✓	✓	✓
Application lifecycle management tools	✓	Extended usage rights	Extended usage rights
SAP Enterprise Support Academy		✓	✓
SAP continuous quality checks		Self-service content only	✓
SAP Enterprise Support reporting		PSLE reporting	✓
Customer value experience tools		✓	✓
PSLE planning sessions		✓	-
Root cause analysis for custom code			✓
SAP Enterprise Support advisory			✓
24x7 initial response SLAs		SLAs: option in Active and Maxattention	1 hr for P1, 4 hr for P2
24x7 corrective action SLAs			4hr for P1

SLAs: option in Active and Maxattention

SAP Cloud Support Offerings

	Foundational support	Add-on success offering	
	SAP Enterprise Support, cloud editions	SAP Preferred Success	SAP Preferred Success Expanded Editions
Scope of product coverage	All cloud solutions	available for SAP Cloud solutions except Concur	Only available for certain SAP Cloud Solutions*
24x7 mission-critical support for P1 & P2 incidents (IRT)	1 hr for P1, 4 hr for P2	1 hr for P1, 2 hr for P2	1 hr for P1, 2 hr for P2
Ongoing communication and resolution time targets	✓	✓	✓
Global Support Backbone	✓	✓	✓
Release update information and product roadmaps	✓	✓	✓
SAP Support Advisory	✓	✓	✓
Support via chat	✓	✓	✓
Proactive checks (automated or self-service)	✓	✓	✓
Refresh of test instance	✓	✓	✓
Application lifecycle management tools and customer value experience tools	✓	✓	✓
SAP support learning content and services	✓	✓	✓
Community	✓	Exclusive PS community	Exclusive PS community
SAP Enterprise Support reporting	✓	✓	✓
Enhanced success reporting		✓	✓
Exclusive Preferred Success learning content (plus 5 key users' access to SAP Learning Hub)		✓	✓
Periodic cloud service review and planning		✓	✓
SAP cloud service- and process-related guidance		✓	✓
A dedicated contact Solution -CSM or a Digital -CSM (depending on ACV Threshold)			
Extended access to expert knowledge and direct expert contact			✓
Enhanced services,			✓
prescriptive solution reviews, and hands-on assistance with feature adoption			✓
Prescriptive solution reviews, and feature adoption assistance.			✓

*The expanded editions of SAP Preferred Success are currently available for [SAP Ariba solutions](#), [SAP Commerce Cloud](#), [SAP Sales Cloud](#) and [SAP Service Cloud](#), [SAP SuccessFactors solutions](#), [SAP Fieldglass solutions](#), [SAP Integrated Business Planning for Supply Chain](#), and the [SAP BTP portfolio](#).