



# Support Webcast

## SAP ONE Support Launchpad Migration to SAP for Me

XXX, SAP  
September 13, 2022

Public

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# Agenda

| Topic  | Presenter | Time |
|--|-----------|------|
| • SAP ONE Support Launchpad goes to SAP for Me (Why & How) |           | 5    |
| • SAP for Me Demo  |           | 15   |
| • Q & A  |           | 8    |
| • Summary  |           | 2    |

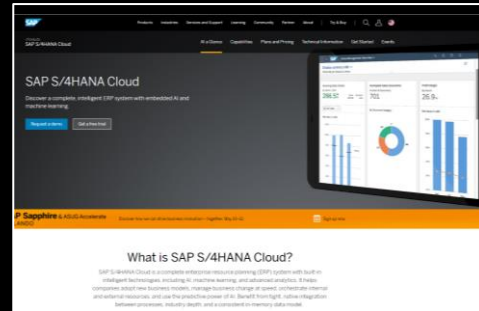
**Message 1:**

**We are in the process of simplifying our entry points.**

# SAP's Primary Customer Experience Websites

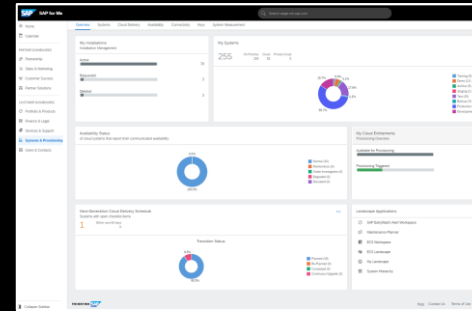
## Simplifying our digital customer experience

SAP.com



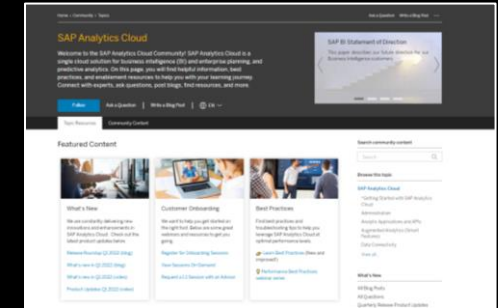
SAP.com

SAP for Me



me.sap.com

SAP Community



community.sap.com

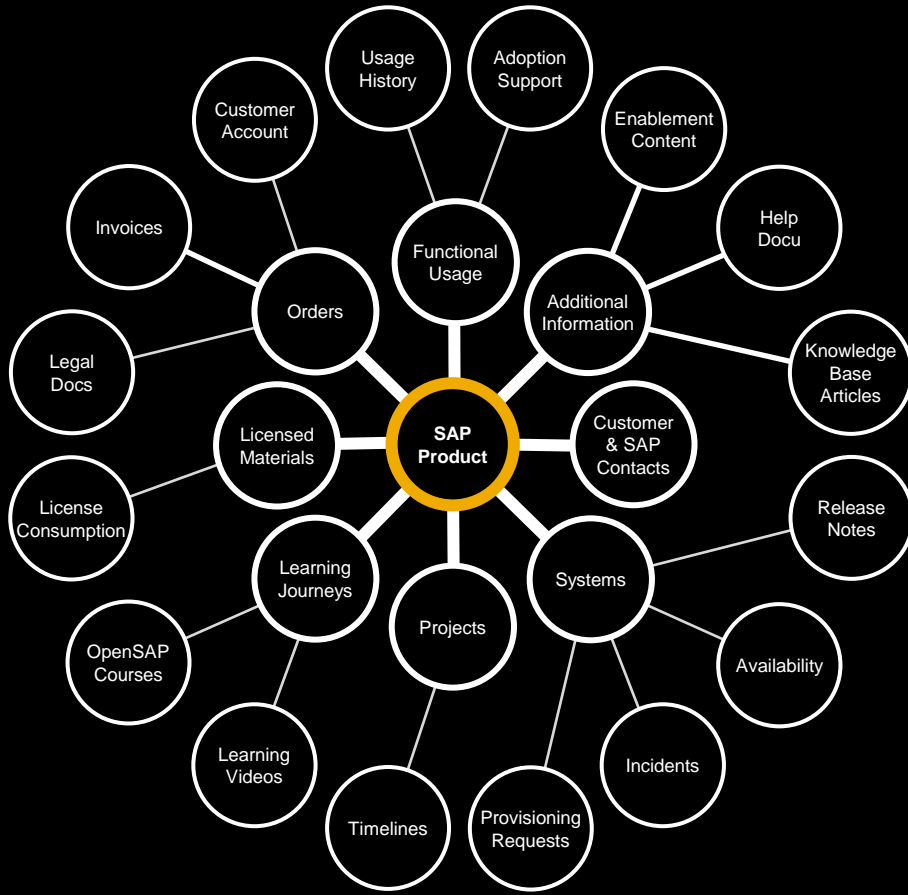
|               |                                  |  |                                    |
|---------------|----------------------------------|--|------------------------------------|
| Access Types  | Public   Personal   Professional | Public   Personal   Professional         | Public   Personal   Professional   |
| Target Group  | All Users                        | Customers   Partners                     | Customers   Partners   Consultants |
| Content Focus | Informative Content              | Relevant, Complete, Self-Service Content | Social Content                     |

## **Message 2:**

**SAP for Me will become the single entry point to SAP for all our customers and partners.**

# SAP for Me – Scope

With SAP for Me **we take advantage of semantics** and **you can**



- start at **one entry point**
- personalize views based on **your interests**
- get transparency across **your complete SAP Portfolio**
- take action with **self-services** for your needs
- actively influence **your products and SAP for Me**

**Message 3:**

**SAP ONE Support Launchpad  
goes  
SAP for Me**



# SAP ONE Support Launchpad transition to SAP for Me



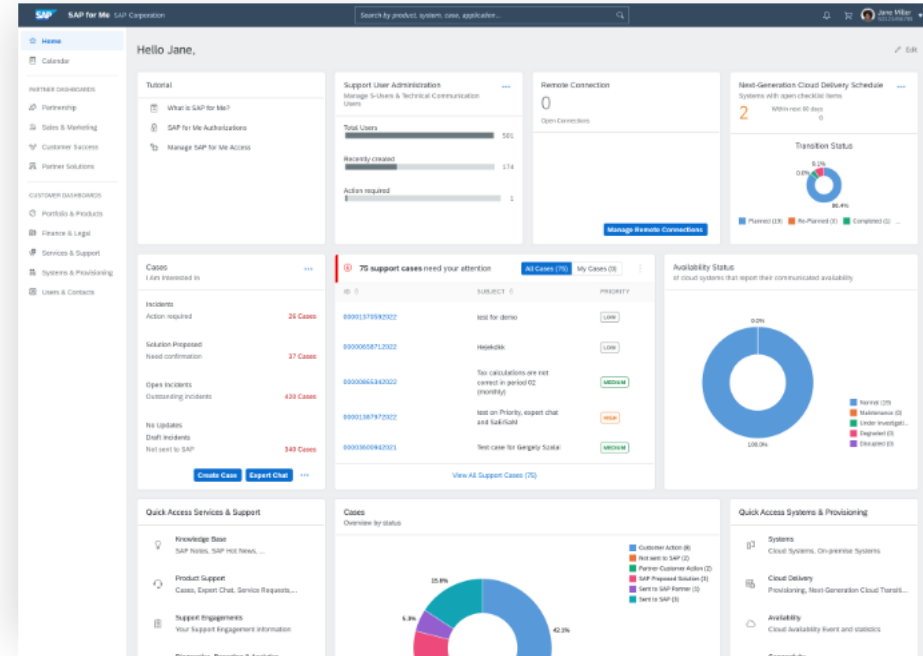
# SAP for Me Portal Demo



SAP for Me - Is made for You

# Say hello to your digital companion

Sign In Try our Demo



It's made for you

## Comprehensive transparency about your SAP product portfolio, in one place.

In today's 24/7 business environment, time is an organization's most precious resource. SAP for Me is your digital companion to easily interact with SAP and get immediate guidance to the best

SAP for Me - Is made for You

# Say hello to your digital companion

Sign In

Try our Demo

The screenshot displays the SAP for Me dashboard for a user named Jane. The interface includes a navigation sidebar on the left with categories like 'Home', 'Calendar', 'Business Operations', 'Customer Success', and 'Customer Success'. The main content area is divided into several sections:

- Support User Administration:** Shows progress bars for 'Total Users' (50), 'Recently created' (174), and 'Action required' (1).
- Remote Connection:** A section for managing remote connections.
- Next-Generation Cloud Delivery Schedule:** A card showing 'Systems with open checklist items' (2) and a 'Transition Status' donut chart.
- 75 support cases need your attention:** A table listing support cases with columns for ID, SUBJECT, and PRIORITY. Cases include 'Test for demo', 'HIGH-SEV', 'Tax calculations are not correct in period (CZ (KOPF))', 'Test on Priority, expert chat and full/Full', and 'Test case for Gargary Scala'.
- Availability Status:** A donut chart showing the availability of cloud systems that report their communicated availability.
- Quick Access Services & Support:** A section for knowledge base, product support, and support engagements.
- Cases Overview by status:** A donut chart showing the distribution of cases by status.
- Quick Access Systems & Provisioning:** A section for systems, cloud delivery, and availability.

It's made for you

## Comprehensive transparency about your SAP product portfolio, in one place.

In today's 24/7 business environment, time is an organization's most precious resource. SAP for Me is your digital companion to easily interact with SAP and get immediate guidance to the best

- Home
- Calendar
- PARTNER DASHBOARDS
  - Partnership
  - Sales & Marketing
  - Customer Success
  - Partner Solutions
- CUSTOMER DASHBOARDS
  - Portfolio & Products
  - Finance & Legal
  - Services & Support
  - Systems & Provisioning
  - Users & Contacts

Welcome Amanda,

Edit



Welcome to SAP for Me!

We updated your SAP for Me Home page. Go ahead and customize your home page however you like using Edit mode. We can also use your data from SAP ONE Support Launchpad to personalize your home page for you.

Sure, import my data No, thanks

How we use your data

- Tutorial
- What is SAP for Me?
  - SAP for Me authorizations
  - Manage SAP for Me access
  - Get started with SAP Support

Favorites (7 entries) All Favorite Types

| TITLE             | TYPE    |
|-------------------|---------|
| ★ (A11)           | Systems |
| ★ (AA1)           | Systems |
| ★ (AAA)           | Systems |
| ★ (AAA)           | Systems |
| ★ (DDD)           | Systems |
| ★ AAA(AAA)        | Systems |
| ★ Joris Test(AAA) | Systems |

Collapse Sidebar

Edit

- Home
- Calendar
- PARTNER DASHBOARDS
  - Partnership
  - Sales & Marketing
  - Customer Success
  - Partner Solutions
- CUSTOMER DASHBOARDS
  - Portfolio & Products
  - Finance & Legal
  - Services & Support
  - Systems & Provisioning
  - Users & Contacts

Welcome Amanda,

**Cases** ...

I Am Interested In

---

Incidents  
Action required **49 Cases**

Solution Proposed  
Need confirmation **36 Cases**

Open Incidents  
Outstanding incidents **447 Cases**

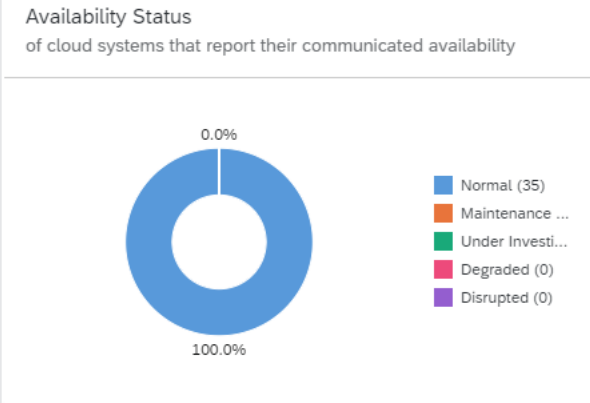
No Updates  
Within last 7 days **520 Cases**

High Priority  
P1 & P2 incidents **74 Cases**

Draft Incidents  
Not sent to SAP **339 Cases**

Create Case Expert Chat Schedule an Expert

- Tutorial**
- What is SAP for Me?
  - SAP for Me authorizations
  - Manage SAP for Me access
  - Get started with SAP Support



- Quick Access Systems & Provisioning**
- Systems  
Cloud Systems, On-premise Systems
  - Cloud Delivery  
Provisioning, Next-Generation Clou...
  - Availability  
Cloud Availability Event and statistics
  - Connectivity  
Remote Connection, Remote Acces...
  - Keys  
License Keys, SSCR Keys, Migratio...
  - System Measurement  
System Measurement Relevancy fo...

**Favorites (11 entries)** All Favorite Types

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| ★ (A11)           | Systems |
| ★ (AA1)           | Systems |
| ★ (AAA)           | Systems |
| ★ (AAA)           | Systems |
| ★ (DDD)           | Systems |
| ★ AAA(AAA)        | Systems |
| ★ Joris Test(AAA) | Systems |

**Software Download**  
# items in basket

Access the SAP Software Center to download software.

Software Download

**License Keys**

Activate your SAP software by requesting or renewing license keys for your products.

- Quick Access Services & Support**
- Knowledge Base  
SAP Notes, SAP Hot News, ...
  - Product Support

Collapse Sidebar

Feedback

- Home
- Calendar
- PARTNER DASHBOARDS
  - Partnership
  - Sales & Marketing
  - Customer Success
  - Partner Solutions
- CUSTOMER DASHBOARDS
  - Portfolio & Products
  - Finance & Legal
  - Services & Support
  - Systems & Provisioning
  - Users & Contacts
- Collapse Sidebar

Welcome Amanda,

Get Started

- What is SAP for Me?
- SAP for Me authorizations
- Manage SAP for Me access
- Get started with SAP Support
- Get the App

Quick Access Systems & Provisioning

- Systems
  - Cloud Systems, On-premise Systeme...
- Availability
  - Cloud Availability Event and statistics
- Provisioning
  - Provisioning
- Cloud Delivery
  - Next-Generation Cloud Transition
- Connectivity
  - Remote Connection, Remote Acces...
- Keys
  - ...

Card Catalog

Find a card



SAP Cards

- Availability Status**  
Get the current availability status of your cloud systems.
- Favorites**  
Lists all your Favorites.
- Get Started**  
Get Started with SAP for Me
- License Key**  
Request License key
- Manage Support Users**  
Lets user administrators request and administer S-user IDs and technical communication users for the... [More](#)
- Next-Generation Cloud Delivery Schedule**  
Overview of the current status of the Next Generation Cloud Delivery schedule and check-list items.
- Quick Access Services & Support**  
Quick Access to Services & Support Dashboard with direct access to the different detail areas.
- Quick Access Systems & Provisioning**  
Quick Access to Systems & Provisioning Dashboard with direct access to the different detail areas.
- Software Download**  
Access to SAP Software Center to download software.
- Support Cases needing your attention**  
This card shows the preview of up to 5 cases that require your action, organized into cases reported... [More](#)
- Support Cases Overview**

Done

Quick Access Services & Support

- Knowledge Base  
SAP Notes, SAP Hot News, ...
- Product Support  
Cases, Expert Chat, Service Reque...
- Support Engagements  
Your Support Engagement informati...
- Diagnostics, Reporting & Analytics  
SAP EarlyWatch Alert, Service Mes...
- Application Lifecycle Management  
Roadmap Viewer, Maintenance Pla...
- ECS Workspace  
Tools for SAP Enterprise Cloud Ser...
- Related Information  
SAP Trust Center, Product Availabili...

All Favorite Types

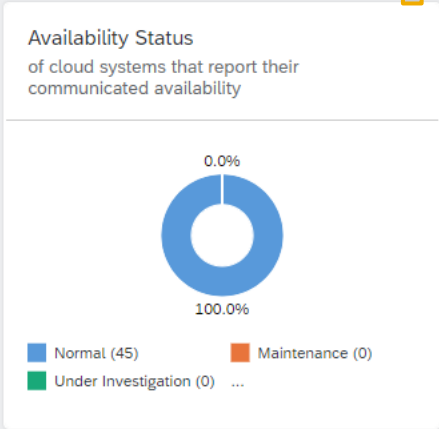
Edit

Feedback

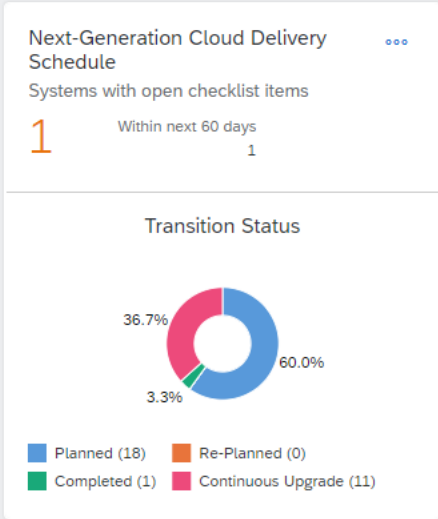
- Home
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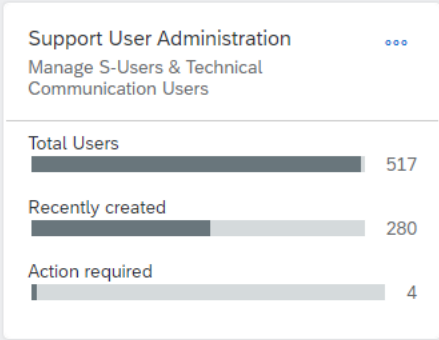
Edit



- ### Get Started
- What is SAP for Me?
  - SAP for Me authorizations
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  - Get the App



- ### Quick Access Services & Support
- Knowledge Base  
SAP Notes, SAP Hot News, ...
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SAP EarlyWatch Alert, Service Mes...
  - Application Lifecycle Management  
Roadmap Viewer, Maintenance Pla...
  - ECS Workspace  
Tools for SAP Enterprise Cloud Ser...
  - Related Information  
SAP Trust Center, Product Availabili...



- ### Quick Access Systems & Provisioning
- Systems  
Cloud Systems, On-premise Syste...
  - Availability  
Cloud Availability Event and statistics
  - Provisioning  
Provisioning
  - Cloud Delivery  
Next-Generation Cloud Transition
  - Connectivity  
Remote Connection, Remote Acces...
  - Keys

### License Keys

Activate your SAP software by requesting or renewing license keys for your products.

[Request License Key](#)

- ### Cases
- I Am Interested In
- Incidents  
Action required **23 Cases**

### Favorites (11 entries)

All Favorite Types

| TITLE | TYPE |
|-------|------|
|       |      |

Collapse Sidebar

Feedback



Welcome Amanda,

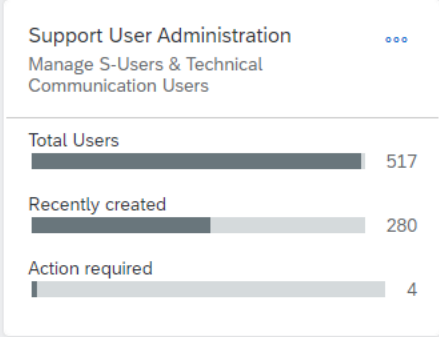
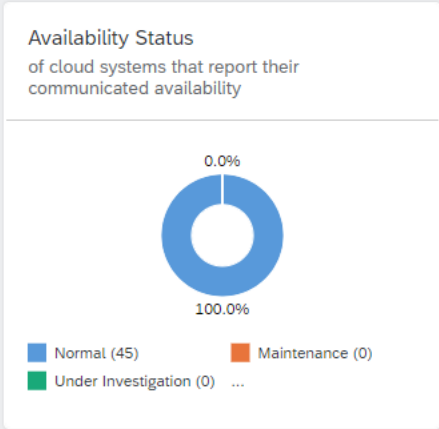
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### Get Started

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### Quick Access Systems & Provisioning

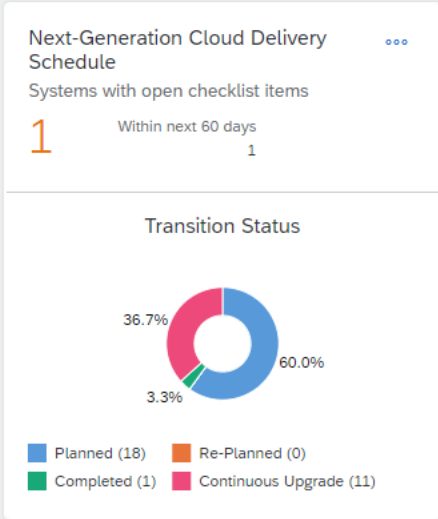
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### Cases

I Am Interested In

Incidents  
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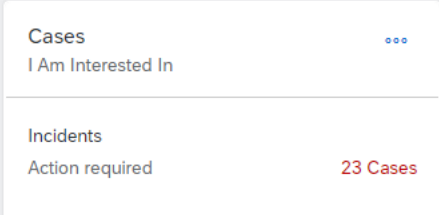
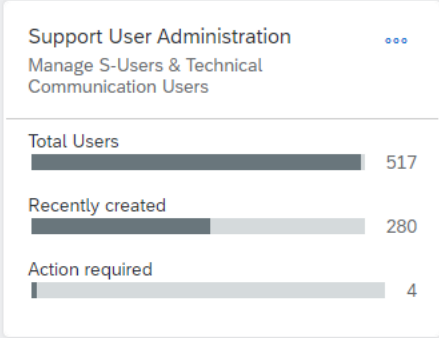
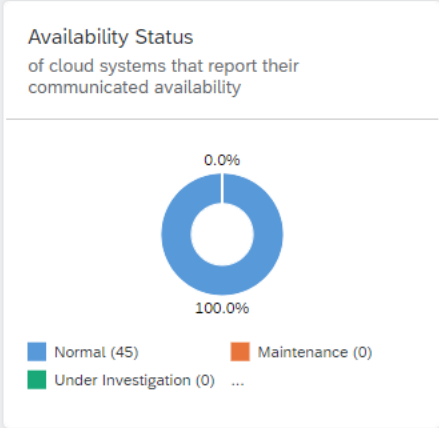
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|-------|------|
|       |      |

### Quick Access Services & Support

- Knowledge Base  
SAP Notes, SAP Hot News, ...
- Product Support  
Cases, Expert Chat, Service Reque...
- Support Engagements  
Your Support Engagement informati...
- Diagnostics, Reporting & Analytics  
SAP EarlyWatch Alert, Service Mes...
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Tools for SAP Enterprise Cloud Ser...
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SAP Trust Center, Product Availabili...

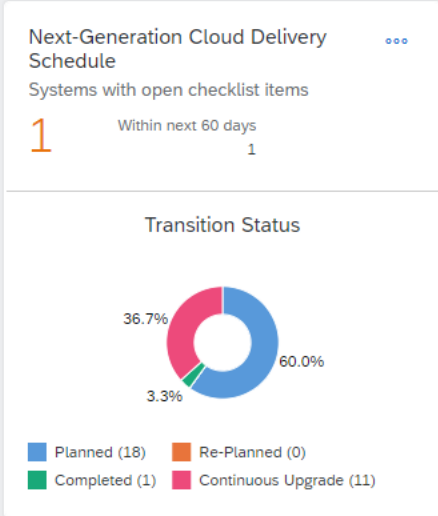
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Tools for SAP Enterprise Cloud Ser...
  - Related Information  
SAP Trust Center, Product Availabi...

SAP Test Account

My Account

My Settings

My Company Info

My Learnings

**What's new on SAP for Me?**

Logout

test

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Next-Generation Cloud Transition
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- Keys

Availability Status

Normal (45)  
Under Investigation

Support User Ad

Total Users

Recently created

Action required

Cases

I Am Interested In

Incidents

Action required

SAP KNOWLEDGE BASE (96756) Show more

2896775 - **test**  
Released on 25.02.2020 in LOD-SF-RMK-INT

1445886 - **Test**  
Released on 17.03.2010 in CRM-IU-IC

3106727 - **Test**  
Released on 11.10.2021 in BC-SYB-ASE

DASHBOARDS AND PAGES (2)

Overview  
Partner Dashboards > Partnership > Overview

Diagnostics, Reporting & Analytics  
Customer Dashboards > Services & Support > Diagnostics, Reporting & Analytics

CONTACTS (518) Show more

Test01 CES  
S0024308978 Phone Email

FCMS Test30  
S0019895137 Email

FCMS Test31  
S0019895138 Email

DOWNLOADS (2)

SAP Test Data Migration Server  
Software Product Download

SAP Test Data Migration Server, business process library extension  
Software Product Download

SYSTEMS (67) Show more

SAP Test Account - aPaul Pharma Test-Acc (SCP)

Quick Access Services & Support

- Knowledge Base  
SAP Notes, SAP Hot News, ...
- Product Support  
Cases, Expert Chat, Service Reque...
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All Favorite Types

TYPE

test

- Home
- Calendar
- PARTNER DASHBOARDS
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Next-Generation Cloud Transition
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- Keys

### Availability Status

of cloud systems th...  
communicated ava...

- Normal (45)
- Under Investigation

### Support User Ad...

Manage S-Users & Communication Us...

Total Users

Recently created

Action required

### Cases

I Am Interested In

### Incidents

Action required

SAP KNOWLEDGE BASE (96756) Show more

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DASHBOARDS AND PAGES (2)

Overview  
Partner Dashboards > Partnership > Overview

Diagnostics, Reporting & Analytics  
Customer Dashboards > Services & Support > Diagnostics, Reporting & Analytics

CONTACTS (518) Show more

**Test01 CES**  
S0024308978

**FCMS Test30**  
S0019895137

**FCMS Test31**  
S0019895138

DOWNLOADS (2)

SAP Test Data Migration Server  
Software Product

SAP Test Data Migration Server, business process library extension  
Software Product

SYSTEMS (67) Show more

SAP Test Account - aPaul Pharma Test-Acc (SCP)

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Edit

Feedback

All Favorite Types

TYPE

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Search In: SAP Notes & KBAs

|                           |        |
|---------------------------|--------|
| SAP Notes & KBAs          | 96766  |
| SAP Community             | 317280 |
| SAP Support Wiki          | 8      |
| SAP Support Portal        | 230    |
| Product Documentation     | 25+    |
| Guided Answers            | 351    |
| SAP Litmos Training Cloud |        |

Filter By [More Filter Options](#) Clear

Component

|   |       |
|---|-------|
| <input type="checkbox"/> XX* (Miscellaneous)            | 13203 |
| <input type="checkbox"/> BC* (Basis Components)         | 12166 |
| <input type="checkbox"/> PY* (Payroll)                  | 7554  |
| <input type="checkbox"/> FI* (Financial Accounting)     | 5690  |
| <input type="checkbox"/> SV-SMG* (SAP Solution Manager) | 5435  |

Show More

96766 document(s) found

Sort By: Relevance     

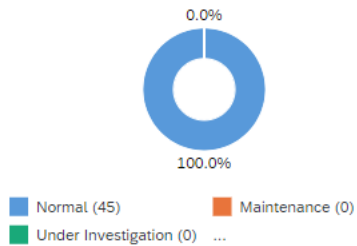
- [2088117 - New Instance Creation, Test Instance, Instance Refresh and Clone - Platform](#)  
 This KBA provides an overview of the processes to have a new BizX instance, whether is a new Production or Test environments (test site); as well as refresh or clone of an existing instance....How do we get a new instance?...How do we refresh our test ins  
 LOD-SF-PLT-REF (Instance Refresh) 14.07.2022 SAP Knowledge Base Article (15 people found this document helpful)
- [2249479 - Customer Vulnerability Assessment/ Penetration Test request - SAP SuccessFactors](#)  
 How can Customers request for approval of Penetration Testing/ Vulnerability Assessment/ Vulnerability Management?  
 LOD-SF-PLT-SEC (Security Reports) 02.08.2021 SAP Knowledge Base Article (4 people found this document helpful)
- [1955591 - NAST: How to test with standard and troubleshoot print / smartform output issues in MM-PUR](#)  
 Various problems occur when you print/preview in Materials Management:...Message output...related issue in a purchase order....Short Dump...MOVE\_CAST\_ERROR...when clicking the Back button after previewing the Purchase Order Form....Purchase order is...not  
 MM-PUR-GF-OC (Message determination and printing) 19.04.2022 SAP Knowledge Base Article (7 people found this document helpful)
- [1899365 - How to setup self-signed test SSL with ASE, SDK, SRS - SAP ASE](#)  
 This is a "How To" guide to generate SSL certificates and encrypt traffic to SAP ASE.  
 BC-SYB-ASE (Sybase ASE Database Platform (non Business Suite)) 12.07.2022 SAP Knowledge Base Article (3 people found this document helpful)
- [2269677 - OB52 | TK430 Client XXX has status 'not modifiable' in test system](#)  
 Message TK430 Client XXX has status 'not modifiable' appears in a test system  
 FI-GL (General Ledger Accounting) 08.02.2022 SAP Knowledge Base Article (10 people found this document helpful)
- [2836996 - How to test https connection for SAP Note download after the execution of task list SAP\\_BASIS\\_CONFIG\\_OSS\\_COMM configuration](#)  
 Task list SAP\_BASIS\_CONFIG\_OSS\_COMM (according the SAP Notes...2827658...or...2793641 ) was used to setup/configure the new https based Support Backbone Communication connection s . One of this configured connection is used by Note Assistant transaction..  
 BC-INS-TC-CNT (Automation Content) 09.02.2022 SAP Knowledge Base Article (6 people found this document helpful)
- [1657731 - How to find Cookbook "Settlement Control" / How to test a clearing variant in transactions FP06/FPCJ](#)  
 Where can I find additional information about clearing control?...  
 XX-PROJ-FI-CA (obsolete: Please use Component FI-CA instead) 05.02.2020 SAP Knowledge Base Article (6 people found this document helpful)

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  - Systems & Provisioning
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Collapse Sidebar

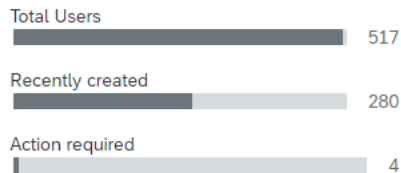
Welcome Amanda,

**Availability Status**  
of cloud systems that report their communicated availability



**Support User Administration**

Manage S-Users & Technical Communication Users



**Cases**

I Am Interested In

**Incidents**

Action required **23 Cases**

**Get Started**

- What is SAP for Me?
- SAP for Me authorizations
- Manage SAP for Me access
- Get started with SAP Support
- Get the App

**Quick Access Systems & Provisioning**

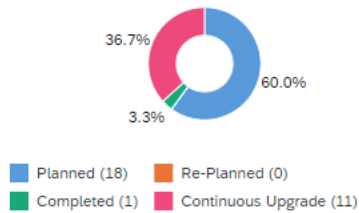
- Systems  
Cloud Systems, On-premise Systeme...
- Availability  
Cloud Availability Event and statistics
- Provisioning  
Provisioning
- Cloud Delivery  
Next-Generation Cloud Transition
- Connectivity  
Remote Connection, Remote Acces...
- Keys

**Next-Generation Cloud Delivery Schedule**

Systems with open checklist items

1 Within next 60 days 1

**Transition Status**



**License Keys**

Activate your SAP software by requesting or renewing license keys for your products.

Request License Key

**Favorites (11 entries)**

All Favorite Types

TITLE

TYPE

**Quick Access Services & Support**

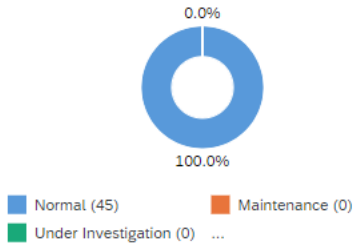
- Knowledge Base  
SAP Notes, SAP Hot News, ...
- Product Support  
Cases, Expert Chat, Service Reque...
- Support Engagements  
Your Support Engagement informati...
- Diagnostics, Reporting & Analytics  
SAP EarlyWatch Alert, Service Mes...
- Application Lifecycle Management  
Roadmap Viewer, Maintenance Pla...
- ECS Workspace  
Tools for SAP Enterprise Cloud Ser...
- Related Information  
SAP Trust Center, Product Availabili...

Welcome Amanda,

Edit

### Availability Status

of cloud systems that report their communicated availability



### License Keys

Activate your SAP software by requesting or renewing license keys for your products.

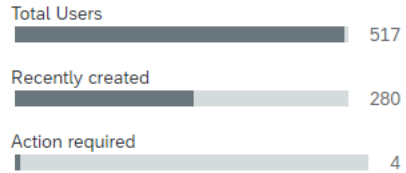
[Request License Key](#)

### Get Started

- What is SAP for Me?
- SAP for Me authorizations
- Manage SAP for Me access
- Get started with SAP Support
- Get the App

### Support User Administration

Manage S-Users & Technical Communication Users

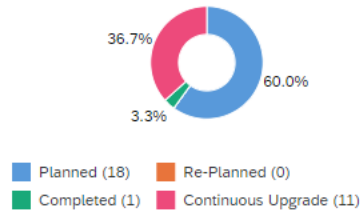


### Next-Generation Cloud Delivery Schedule

Systems with open checklist items

1 Within next 60 days

### Transition Status



### Cases

I Am Interested In

- Incidents
  - Action required: 23 Cases
  - Solution Proposed: 37 Cases
  - Need confirmation: 37 Cases
  - Open Incidents: 566 Cases
  - Outstanding incidents: 566 Cases
- No Updates: 620 Cases

### Quick Access Services & Support

- Knowledge Base: SAP Notes, SAP Hot News, ...
- Product Support: Cases, Expert Chat, Service Reque...
- Support Engagements: Your Support Engagement informati...
- Diagnostics, Reporting & Analytics: SAP EarlyWatch Alert, Service Mes...
- Application Lifecycle Management: Roadmap Viewer, Maintenance Pla...
- ECS Workspace: Tools for SAP Enterprise Cloud Ser...
- Related Information: SAP Trust Center, Product Availabili...

### Quick Access Systems & Provisioning

- Systems: Cloud Systems, On-premise Syste...
- Availability: Cloud Availability Event and statistics
- Provisioning: Provisioning
- Cloud Delivery: Next-Generation Cloud Transition
- Connectivity: Remote Connection, Remote Acces...
- Keys: License Keys, SSCR Keys, Migratio...
- System Measurement: System Measurement Relevancy

### Favorites (11 entries)

All Favorite Types


| TITLE   | TYPE    |
|---------|---------|
| ★ (A11) | Systems |




# Services & Support

- Overview**
- Knowledge Base
- Product Support
- Support Engagements
- Diagnostics, Reporting & Analytics
- Application Lifecycle Management
- ECS Workspace
- Related Information


## Top Tasks




Report a Case




View Cases




Download Software




Manage S-Users



Request License Key



Manage Remote Connections



Check Cloud Service Availability

## In Focus

- Get Started** ...
- Welcome to Support
  - Services and Support from SAP
  - How-To Videos
  - Next-Generation Support
  - Product Support Accreditation
  - For Cloud Partners: Support & Succes...
  - For Value Added Resellers: Support C...

**Spotlight News**  
Services & support-related articles from the [SAP News Center](#)

**Premium Engagements for the Cloud: Reframing Business Evolution in the Cloud**  
In a journey to the cloud, businesses must first set the right overall strategy.  
22.07.2022

**How the Cloud Changes the Business Transformation Mindset**  
Cloud technology has evolved into an alternative business transformation option based on continuous learning and business improvement.  
16.06.2022

**Maintenance Notification: June 11, 2022**  
There will be an outage to the Sapserv7 and Sapserv9 (Singapore) servers on Saturday, June 11, 2022.

**My SAP Notes & KBAs** ...  
I Am Interested In

0 Favorites updated

|         |    |
|---------|----|
| Updated | 15 |
| New     | 3  |

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# Services & Support

Overview **Knowledge Base** Product Support Support Engagements Diagnostics, Reporting & Analytics Application Lifecycle Management ECS Workspace Related Information

## SAP Notes & KBAs Overview

- 📄 SAP Notes vs Knowledge Base Articles
- 🔍 Special SAP Notes & KBAs
- ⬇️ Note Assistant
- ⚠️ Side-Effects of SAP Notes

## SAP HotNews 5 of 125

To be reviewed

# 125

- 2348601 - GoToAssist Corporate StandAlon... Consulting, XX-SER-NET-RCP 1 week ago
- 2137109 - ORA: Data Object ID Limit Help for error analysis, BC-D... 2 weeks ago
- 2622660 - Security updates for the browser ... Program error, BC-FES-BUS-... 3 weeks ago
- 3227691 - Error reading DF34\_RAW, DF16\_... Program error, BC-DB-MSS 4 weeks ago
- 3219655 - missing SIT relevance for delivere... Program error, LE-SHP-DL-SIT 1 month ago

## New SAP Notes & KBAs 3 of 3

# 3

- 3246277 - SAP ONE Support launchpad acc... Problem, XX-SER-SAPSMP-LA... 4 days ago
- 3217861 - SAP Passport password vs. SAP ... Problem, XX-SER-SAPSMP-L... 3 weeks ago
- 3233516 - Sorry! SAP Note/KBA XXXXXX is ... Problem, XX-SER-SAPSMP-L... 1 month ago

## Updated SAP Notes & KBAs 5 of 15

# 15

- 1239839 - How to close a support incident - ... How To, XX-SER-SAPSMP-LA... 6 days ago
- 2650773 - Login error - The SAP Passport c... Problem, XX-SER-SAPSMP-LA... 6 days ago
- 2528271 - How to check the release informa... How To, XX-SER-SAPSMP-L... 2 weeks ago
- 2342391 - How to use the SAP HotNews ap... How To, XX-SER-SAPSMP-L... 3 weeks ago
- 2505368 - SAP Security Notes application is... Problem, XX-SER-SAPSMP-L... 1 month ago

## SAP Legal Change Notes ...

Since Last Visit  
days ago

No data available 0

## SAP Security Notes 3 of 284

To be reviewed

# 284<sup>△</sup>

## My SAP Notes & KBAs 0 of 0

Updated Favorites

# 0

## SAP TopSolutions ...

Review the most successful SAP Notes and KBAs of a primary application area, or a sub-area, reported on confirmed cases.

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**🛠️ Services & Support**

⚙️ Systems & Provisioning

👥 Users & Contacts

## Services & Support

Overview Knowledge Base **Product Support** Support Engagements Diagnostics, Reporting & Analytics Application Lifecycle Management ECS Workspace Related Information

### Manage All Your Cases

- 📄 Case List
- 📁 Drafts
- ★ Favorites



### Report a Case

An online form guides you to solve a technical product issue in real time, or reach SAP experts with relevant information through an...



### Expert Chat

While reporting a case, connect in real-time to technical experts who specialize in a range of topics.



### Support Log Assistant

This tool leverages an online database of known issues, conditions and recommendations that is maintained by SAP...

### Schedule an Expert

Contact SAP

0

Upcoming sessions

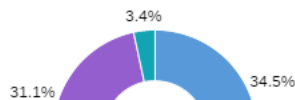
#### Want to discuss the progress of a case?

While reporting a case, conveniently book a 30-minute telephone call with an SAP expert to collaborate on a specific inquiry or case.

[View sessions](#) [Book now](#)

All Cases **All Cases** My Cases

[Manage Cases](#) [Create New Case](#)



| ID             | SUBJECT  | STATUS      | PRIORITY         | LAST CHANGE          |
|----------------|--|-------------|------------------|----------------------|
| 00003227752022 | Test BDM golive from Launchpad to ServiceNow - Please ignore | Sent to SAP | <b>VERY HIGH</b> | 01.08.2022, 15:05:00 |

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Service Request

**All Services Requests** My Services Requests

Area:   Show open requests

[Create New Service Request](#)

Search

| ID              | AREA                          | ENTITY   | TITLE  | STATUS                  | CREATED AT & BY      | EXECUTION TIME       | CATEGORY                      | CHARGEABLE |
|-----------------|-------------------------------|--|--|-------------------------|----------------------|----------------------|-------------------------------|------------|
| 000000003440... | ECS Enterprise Cloud Services | PRDRAHUL /   | Cloud System Name and ID Rename                      | Service provided        | 06.09.2022, 14:12:16 |                      | Public Cloud Standard Service | NO         |
| RITM0320813     | Sales Performance Management  |  | SPM - OS Change Request                              | In Progress             | 22.08.2022, 15:39:43 | 22.08.2022, 15:39:43 | SPM - Optimization Services   | NO         |
| RITM0320793     | Sales Performance Management  |  | SPM - OS Change Request                              | In Progress             | 22.08.2022, 15:23:46 | 22.08.2022, 15:23:45 | SPM - Optimization Services   | NO         |
| RITM0315426     | Sales Performance Management  |  | SPM - OS Service Request                             | In Progress             | 16.08.2022, 14:05:22 | 18.08.2022, 14:05:22 | SPM - Optimization Services   | NO         |
| 000000003342... | ECS Enterprise Cloud Services | C0012552195T1 - Test__1 /  | Cloud System Name and ID Rename                      | Service provided        | 16.08.2022, 11:57:49 |                      | Public Cloud Standard Service | NO         |
| 000000003461... | ECS Enterprise Cloud Services | C0012552195T1 - Test__1 /  | Cloud System Name and ID Rename                      | Service Request created | 12.08.2022, 16:56:53 |                      | Public Cloud Standard Service | NO         |
| 000000003441... | ECS Enterprise Cloud Services | 0001208936 / SAP Test Account - aPaul Pharma Test-Account AGS Data Quality | GDPR notification for hyperscale provider GCP or AWS | Service Request created | 09.08.2022, 17:07:26 | 09.08.2022, 18:12:00 | Non-Chargeable / Free Service | NO         |
| 000000003345... | ECS Enterprise Cloud Services |  | Cloud System Name and ID Rename                      | To be reviewed          | 20.07.2022, 15:50:14 |                      | Public Cloud Standard Service | NO         |
| RITM0285687     | Sales Performance Management  |  | SPM - OS Service Request                             | In Progress             | 12.07.2022, 15:09:27 | 14.07.2022, 15:09:27 | SPM - Optimization Services   | NO         |
| RITM0285682     | Sales Performance Management  |  | SPM - OS Change Request Issue                        | In Progress             | 12.07.2022, 15:06:51 | 14.07.2022, 15:06:51 | SPM - Optimization Services   | NO         |

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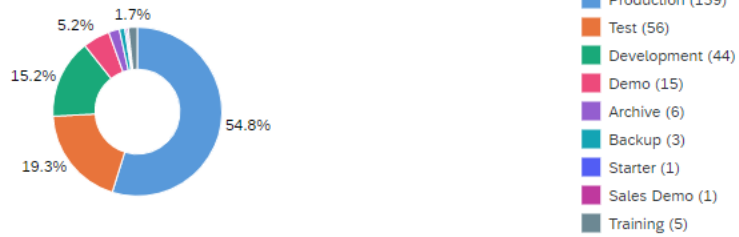
# Systems & Provisioning

Overview Systems Availability Provisioning Cloud Delivery Connectivity Keys System Measurement

## My Systems

290

On Premise 216 Cloud 74 Private Cloud 0



## Availability Status

of cloud systems that report their communicated availability



## My Installations

Installation Management

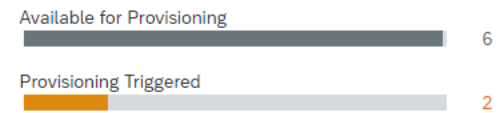


## Landscape Applications

- SAP EarlyWatch Alert Workspace
- Maintenance Planner
- ECS Workspace
- ECS Landscape
- My Landscape
- System Hierarchy

## My Cloud Entitlements

Provisioning Overview



## Optimize Your Systems

- Software Download Center
- Data Volume Management
- Technical Downtime Optimization
- Custom Code Analytics
- Financial Data Quality

Feedback

## Systems & Provisioning

Overview **Systems** Availability Provisioning Cloud Delivery Connectivity Keys System Measurement

Cloud Systems (24 entries)

Unavailable Systems Only

Customer:

System Role:

Solution Area:

Find System

| SYSTEM | SYSTEM ID    | SYSTEM ROLE | SOLUTION AREA                       | DATA CENTER REGION    | SOFTWARE PRODUCT            | STATUS | CUSTOMER                         |
|--------|--------------|-------------|-------------------------------------|-----------------------|-----------------------------|--------|----------------------------------|
| ★      | RahulFIT     | Test        | Core HR and Payroll                 | Germany: St. Leon-Rot | SAP SuccessFactors HXM Core | —      | SAP Test Account - aPaul Phar... |
| ★      | HCM_TST2     | Test        | Core HR and Payroll                 | Germany: St. Leon-Rot | SAP SuccessFactors HXM Core | —      | SAP Test Account - aPaul Phar... |
| ★      | HCM_3<>      | Production  | Core HR and Payroll                 | Germany: St. Leon-Rot | SAP SuccessFactors HXM Core | NORMAL | SAP Test Account - aPaul Phar... |
| ★      | CLOUD        | Test        | Core HR and Payroll                 | Germany: St. Leon-Rot | SAP SuccessFactors HXM Core | —      | SAP Test Account - aPaul Phar... |
| ★      | CLD_JAM1     | Production  | Foundation/Appl. Dev. & Integration | Germany: St. Leon-Rot | SAP Jam Collaboration       | NORMAL | SAP Test Account - aPaul Phar... |
| ★      | JAMT1        | Test        | Foundation/Appl. Dev. & Integration | Germany: St. Leon-Rot | SAP Jam Collaboration       | —      | SAP Test Account - aPaul Phar... |
| ★      | myTest       | Test        | Foundation/Appl. Dev. & Integration | Germany: St. Leon-Rot | SAP Jam Collaboration       | —      | SAP Test Account - aPaul Phar... |
| ★      | SFJ_T2       | Test        | Foundation/Appl. Dev. & Integration | Germany: St. Leon-Rot | SAP Jam Collaboration       | —      | SAP Test Account - aPaul Phar... |
| ★      | CUSTID       | Test        | Learning and Talent                 | Germany: St. Leon-Rot | SAP SuccessFactors Learning | —      | SAP Test Account - aPaul Phar... |
| ★      | MyProduction |             |                                     |                       |                             |        | SAP Test Account - aPaul Phar... |

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| EVENT ID   | EVENT TYPE  | START             | END               | DURATION                         |
|------------|-------------|-------------------|-------------------|----------------------------------|
| EV12991692 | Maintenance | 11.12.2022, 03:00 | 11.12.2022, 10:00 | UPCOMING MAINTENANCE 07h 00m 00s |
| EV13311652 | Maintenance | 10.12.2022, 06:00 | 10.12.2022, 13:00 | UPCOMING MAINTENANCE 07h 00m 00s |
| EV12991690 | Maintenance | 04.12.2022, 03:00 | 04.12.2022, 10:00 | UPCOMING MAINTENANCE 07h 00m 00s |
| EV12991688 | Maintenance | 27.11.2022, 03:00 | 27.11.2022, 10:00 | UPCOMING MAINTENANCE 07h 00m 00s |
| EV12991686 | Maintenance | 20.11.2022, 03:00 | 20.11.2022, 10:00 | UPCOMING MAINTENANCE 07h 00m 00s |

5 entries per page < 1 2 3 ... 30 >

System-specific SAP Notes/KBAs (7 entries)

| NUMBER | TITLE  | TYPE     | CATEGORY                  | SOFTWARE PRODUCT                    | ALERT DATE        |
|--------|--|----------|---------------------------|-------------------------------------|-------------------|
| 00     | Error message when trying to apply - Recruiting Marketing                                | TRENDING | KBA (Problem)             | SAP SuccessFactors Recruiting       | 09.09.2022, 08:00 |
| 00     | 1905 Support Hire Date Correction For Time Off   | TRENDING | KBA (Product Enhancement) | SAP SuccessFactors Employee Central | 09.09.2022, 08:00 |
| 00     | Get Feedback is not supported in SuccessFactors Recruiting                               | TRENDING | KBA (How To)              | SAP SuccessFactors Recruiting       | 09.09.2022, 08:00 |
| 00     | Can I Route Recruiting Forms Using Route Form From Admin Center? - Recruiting Management | TRENDING | KBA (How To)              | SAP SuccessFactors Recruiting       | 09.09.2022, 08:00 |
| 00     | Time Off: How to start a Time Off Leave of Absence from Take Action                      | TRENDING | KBA (How To)              | SAP SuccessFactors Employee Central | 09.09.2022, 08:00 |

5 entries per page < 1 2 >

Feedback

## Systems & Provisioning

Overview Systems **Availability** Provisioning Cloud Delivery Connectivity Keys System Measurement

✔️ 0 systems are unavailable

| SYSTEM | SYSTEM NAME | SOFTWARE PRODUCT | STATUS |
|--------|-------------|------------------|--------|
|--------|-------------|------------------|--------|

No downtimes detected

Events (874 entries)

All Event Types

All Cloud Services

All Data Centers

All Systems

Past

All

Future

| ID         | EVENT TYPE  | CLOUD SERVICE               | DATA CENTER REGION    | STATUS               | START                                  | END                                    | SYSTEM NAME         |
|------------|-------------|-----------------------------|-----------------------|----------------------|--|--|---------------------|
| EV13171698 | Maintenance | SAP Jam Collaboration       | Germany: St. Leon-Rot | UPCOMING MAINTENANCE | 01.01.2023, 03:00<br>01.01.2023, 03:00 | 01.01.2023, 10:00<br>01.01.2023, 10:00 | my Cloud System     |
| EV13171698 | Maintenance | SAP SuccessFactors Learning | Germany: St. Leon-Rot | UPCOMING MAINTENANCE | 01.01.2023, 03:00<br>01.01.2023, 03:00 | 01.01.2023, 10:00<br>01.01.2023, 10:00 | MyProduction        |
| EV13171698 | Maintenance | SAP SuccessFactors HXM Core | Germany: St. Leon-Rot | UPCOMING MAINTENANCE | 01.01.2023, 03:00<br>01.01.2023, 03:00 | 01.01.2023, 10:00<br>01.01.2023, 10:00 | SFHCMPRD_3<2195 P!> |
| EV12991696 | Maintenance | SAP SuccessFactors HXM Core | Germany: St. Leon-Rot | UPCOMING MAINTENANCE | 25.12.2022, 03:00<br>25.12.2022, 03:00 | 25.12.2022, 10:00<br>25.12.2022, 10:00 | SFHCMPRD_3<2195 P!> |
| EV12991696 | Maintenance | SAP Jam Collaboration       | Germany: St. Leon-Rot | UPCOMING MAINTENANCE | 25.12.2022, 03:00<br>25.12.2022, 03:00 | 25.12.2022, 10:00<br>25.12.2022, 10:00 | my Cloud System     |
| EV12991696 | Maintenance | SAP SuccessFactors Learning | Germany: St. Leon-Rot | UPCOMING MAINTENANCE | 25.12.2022, 03:00<br>25.12.2022, 03:00 | 25.12.2022, 10:00<br>25.12.2022, 10:00 | MyProduction        |
| EV12991694 | Maintenance | SAP SuccessFactors HXM Core | Germany: St. Leon-Rot | UPCOMING MAINTENANCE | 18.12.2022, 03:00<br>18.12.2022, 03:00 | 18.12.2022, 10:00<br>18.12.2022, 10:00 | SFHCMPRD_3<2195 P!> |
| EV12991694 | Maintenance | SAP Jam Collaboration       | Germany: St. Leon-Rot | UPCOMING MAINTENANCE | 18.12.2022, 03:00<br>18.12.2022, 03:00 | 18.12.2022, 10:00<br>18.12.2022, 10:00 | my Cloud System     |

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Availability Reporting (381 entries)

All Cloud Services

All Data Centers

All Systems

All Months

Production

**All**

Non-Production

| CLOUD SERVICE   | DATA CENTER REGION    | SYSTEM | SYSTEM ROLE | YEAR-MONTH | COMMUNICATED AVAILABILITY IN % |
|---|-----------------------|--------|-------------|------------|--------------------------------|
| SAP Custom Domain service                               | Germany: St. Leon-Rot |        | Production  | Sep 2022   | 100.00                         |
| SAP Custom Domain service                               | Germany: St. Leon-Rot |        | Production  | Sep 2022   | 100.00                         |
| SAP Custom Domain service                               | Germany: St. Leon-Rot |        | Production  | Sep 2022   | 100.00                         |
| SAP Connectivity service (SAP BTP, Neo environment)     | Germany: St. Leon-Rot |        | Production  | Sep 2022   | 100.00                         |
| SAP Connectivity service (SAP BTP, Neo environment)     | Germany: St. Leon-Rot |        | Production  | Sep 2022   | 100.00                         |
| SAP Connectivity service (SAP BTP, Neo environment)     | Germany: St. Leon-Rot |        | Production  | Sep 2022   | 100.00                         |
| SAP ID Service  | Germany: St. Leon-Rot |        | Production  | Sep 2022   | 100.00                         |
| SAP ID Service  | Germany: St. Leon-Rot |        | Production  | Sep 2022   | 100.00                         |
| SAP ID Service  | Germany: St. Leon-Rot |        | Production  | Sep 2022   | 100.00                         |
| lifecycle management for SAP BTP, Cloud Foundry runtime | Germany: Frankfurt    |        | Production  | Sep 2022   | 100.00                         |

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Show all entries

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Availability Reporting (12 entries)

SAP Business ByDesign

All Data Centers

All Systems

All Months

Production

All

Non-Production

| CLOUD SERVICE         | DATA CENTER REGION | SYSTEM | SYSTEM ROLE | YEAR-MONTH | COMMUNICATED AVAILABILITY IN % |
|-----------------------|--------------------|--------|-------------|------------|--------------------------------|
| SAP Business ByDesign | Germany: Frankfurt |        | Production  | Jan 2022   | 99.47                          |
| SAP Business ByDesign | Germany: Frankfurt |        | Production  | Mar 2022   | 99.78                          |
| SAP Business ByDesign | Germany: Frankfurt |        | Production  | Jul 2022   | 99.78                          |
| SAP Business ByDesign | Germany: Frankfurt |        | Production  | May 2022   | 99.89                          |
| SAP Business ByDesign | Germany: Frankfurt |        | Production  | Oct 2021   | 99.95                          |
| SAP Business ByDesign | Germany: Frankfurt |        | Production  | Nov 2021   | 100.00                         |
| SAP Business ByDesign | Germany: Frankfurt |        | Production  | Dec 2021   | 100.00                         |
| SAP Business ByDesign | Germany: Frankfurt |        | Production  | Feb 2022   | 100.00                         |
| SAP Business ByDesign | Germany: Frankfurt |        | Production  | Apr 2022   | 100.00                         |
| SAP Business ByDesign | Germany: Frankfurt |        | Production  | Jun 2022   | 100.00                         |

10 entries per page

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|                          |           |             |                    |                          |                            |  |
|--------------------------|-----------|-------------|--------------------|--------------------------|----------------------------|--|
| System Name              | System ID | System Role | Data Center Region | URL                      | Software Product (Version) | Customer                                 |
| my358178.sapbydesign.com | CLOUD     | Production  | Germany: Frankfurt | <a href="#">Open URL</a> | SAP Business ByDesign 2208 | SAP Test Account - aPaul Pharma(1208936) |

### Communicated Availability

**100%**

PREVIOUS MONTH

**100%**

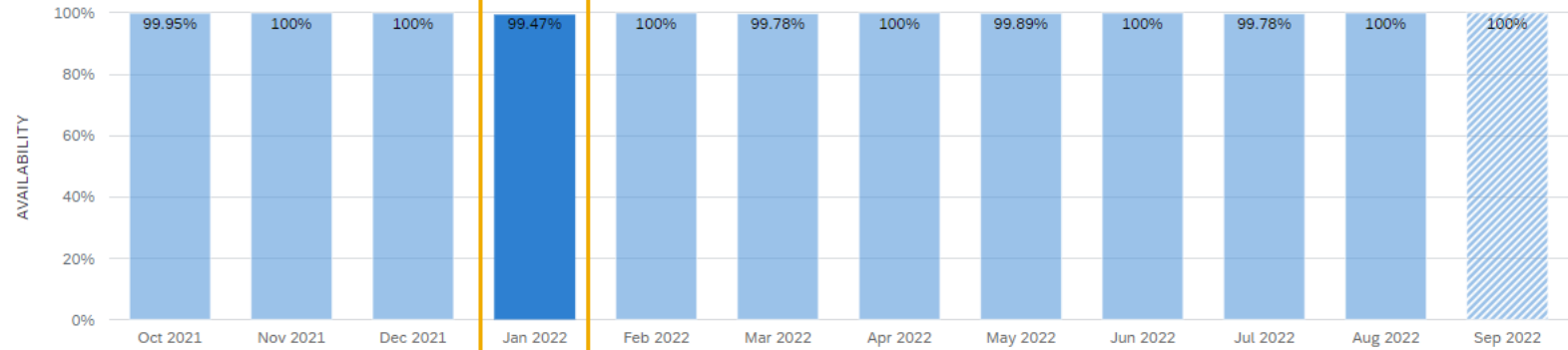
CURRENT MONTH

### Installed Software Product (Version) (1 entry)

**Standalone**

SAP Business ByDesign 2208

### 12 Month Availability and Events



MONTH (Click to see events that affected availability)

Jan 2022 ▼ Service Disruption ▼

| EVENT ID  | EVENT TYPE  | START             | END               | STATUS   | DURATION    |
|-----------|---|-------------------|-------------------|--|-------------|
| EV8224381 | <span style="color: red;">▲</span> Service Disruption | 10.01.2022, 22:25 | 11.01.2022, 02:16 | <span style="border: 1px solid green; padding: 2px;">SERVICE RESTORED</span> | 03h 51m 00s |

5 entries per page

EV8224381 ★ SERVICE RESTORED

| Event Type           | Start Time        | End Time          | Duration |
|----------------------|-------------------|-------------------|----------|
| 🚨 Service Disruption | 10.01.2022, 22:25 | 11.01.2022, 02:16 | -        |

Notifications (6 entries)

now

**Root Cause Analysis available**  
15.01.2022, 02:00

**Impact Description:**  
You will not be able to access the system until resolution.

**Incident Description**  
On 10 January 2022, customers hosted in multiple Data Centers could not access their SAP Business ByDesign (BYD) and SAP Cloud for Customer (C4C) applications due to a software defect on the Web Dispatcher.

**Incident Resolution**  
The SAP operations team deployed an emergency patch on the affected Web Dispatcher nodes, which restored the service.  
Sanity tests confirmed all applications and services were up and running. Investigations reveal that the issue was caused by Web Dispatcher cluster nodes being in a stopped state.

The technical team immediately

**Issue Resolved**  
11.01.2022, 02:28

**Impact Description:**  
You will not be able to access the system until resolution.

Event Affected System (1 entry)

Find Systems 🔍

| SYSTEM                    | CLOUD SERVICE         | SYSTEM ROLE | MAIN SYSTEM |
|---------------------------|-----------------------|-------------|-------------|
| <b>Germany: Frankfurt</b> |                       |             |             |
| my358178.sapbydesign.com  | SAP Business ByDesign | Production  | —           |

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User Management

[Request User](#) [Manage Services](#)

👤 517 Users
👤 0 Requested Users
👤 484 Deleted Users
👤 789 Important Contacts
📄 Reports and Updates
📄 77 Auth. Packages
👥 Tech. Comm. Users
📧 3 Action Required

Users (517) ⓘ

[Change Expiry Date](#)
[Assign Authorization Packages](#)
[Change Department](#)
[Delete](#)

🔍
⌵
↕
⚙️
🔄
⬇️

| <input type="checkbox"/> | Last Name | First Name | User ID | User E-Mail   | Customer Name                       | Customer Number | Country/Region | Department | Last Login | Requested By | Created On | Manage | Status   | Expiry Date | Function              |
|--------------------------|-----------|------------|---------|---------------|-------------------------------------|-----------------|----------------|------------|------------|--------------|------------|--------|----------|-------------|-----------------------|
| <input type="checkbox"/> |           |            | S002    | melanie.h...  | SAP Test Account - Prokesch Pharma  |                 | Austria        |            | Never      | S002         | 12.09.2022 | 🔄 🗑️   | 🔒 Active | 13.09.2024  | >                     |
| <input type="checkbox"/> |           |            | S002    | melanie.h...  | SAP Test - Prokesch Pharma Data Loa |                 | Austria        |            | Never      | S002         | 12.09.2022 | 🔄 🗑️   | 🔒 Active | 13.09.2024  | >                     |
| <input type="checkbox"/> |           |            | S002    | herminihil... | SAP Test Account - aPaul Pharma     |                 | Germany        | CIC        | Never      | S002         | 07.09.2022 | 🔄 🗑️   | 🔒 Active | 31.12.9999  | Cloud Administrator > |
| <input type="checkbox"/> |           |            | S002    | perla.bobo... | SAP Test Account - aPaul Pharma     |                 | Germany        | CIC        | 07.09.2022 | S002         | 07.09.2022 | 🔄 🗑️   | 🔒 Active | 31.12.9999  | Cloud Administrator > |
| <input type="checkbox"/> |           |            | S002    | j.bunag@s...  | SAP Test Account - aPaul Pharma     |                 | Germany        | CIC 1      | 06.09.2022 | S002         | 06.09.2022 | 🔄 🗑️   | 🔒 Active | 31.12.9999  | Cloud Administrator > |
| <input type="checkbox"/> |           |            | S002    | anna.sukh...  | SAP Test Account - aPaul Pharma     |                 | Germany        |            | 06.09.2022 | S002         | 05.09.2022 | 🔄 🗑️   | 🔒 Active | 06.09.2024  | >                     |
| <input type="checkbox"/> |           |            | S002    | anna.sukh...  | SAP Test Account - Prokesch Pharma  |                 | Austria        |            | 06.09.2022 | S002         | 05.09.2022 | 🔄 🗑️   | 🔒 Active | 06.09.2024  | >                     |
| <input type="checkbox"/> |           |            | S002    | sinead.cor... | SAP Test Account - aPaul Pharma     |                 | Germany        |            | 05.09.2022 | S002         | 02.09.2022 | 🔄 🗑️   | 🔒 Active | 31.12.9999  | Cloud Administrator > |
| <input type="checkbox"/> |           |            | S002    | helene.ma...  | SAP Test Account - aPaul Pharma     |                 | Germany        |            | 12.09.2022 | SAI          | 01.09.2022 | 🔄 🗑️   | 🔒 Active | 31.12.9999  | Cloud Administrator > |
| <input type="checkbox"/> |           |            | S002    | yuki.jiang... | SAP Test Account - aPaul Pharma     |                 | Germany        |            | 07.09.2022 | S002         | 01.09.2022 | 🔄 🗑️   | 🔒 Active | 31.12.9999  | Super Administrator > |
| <input type="checkbox"/> |           |            | S002    | weihua.zh...  | SAP Test Account - aPaul Pharma     |                 | Germany        |            | Never      | S002         | 01.09.2022 | 🔄 🗑️   | 🔒 Active | 31.12.9999  | Super Administrator > |

Feedback

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☰ Collapse Sidebar

Home

Calendar

# Calendar

13.09.2022

Favorite products only

Find event



Day

Week

Month

Maintenance for cloud services

License key expiry

Schedule an Expert or Manager sessions

Maintenance deliveries (patches etc.)

SAP Security Patch Days

SAP extranet release dates

Next-Generation Cloud Delivery webinars

< Today > September 2022

| Sun   | Mon   | Tue   | Wed   | Thu          | Fri          | Sat  |
|---|---|---|---|--------------|--------------|--|
| 28<br>SAP SuccessFactors: ...<br>SAP SuccessFactors: ...<br>SAP Extension Suite -...          | 29  | 30  | 31  | 1            | 2            | 3  |
| 4<br>SAP SuccessFactors: ...<br>SAP SuccessFactors: ...                                       | 5<br>SAP BusinessObjects Business Intelligence platform 4.2 SP9.10 Maintenance Delivery       | 6<br>SAP NetWeaver 7.5 SP25 Maintenance Delivery  | 7   | 8            | 9            | 10   |
| 11<br>SAP SuccessFactors: ...<br>SAP SuccessFactors: ...                                      | 12<br>SAP Master Data Governance 8.0 SP20 Maintenance Delivery                                | 13<br>SAP Tax Declaration Framework for Brazil 1.0 SP17 Maintenance Delivery<br>SAP Access Control 12.0 SP18 Maintenance Delivery | 14<br>7 More  | 15<br>7 More | 16<br>7 More | 17<br>SAP S/4HANA Cloud: ...                           |
| 18<br>SAP SuccessFactors: ...<br>SAP SuccessFactors: ...<br>SAP SuccessFactors: ...<br>8 More | 19<br>SAP Simple Finance, on-premise edition 1503 SP18 Maintenance Delivery                   | 20<br>SAP Global Trade Services, edition for SAP HANA 2020 SP03 Maintenance Delivery  | 21  | 22           | 23           | 24<br>SAP S/4HANA Cloud: ...<br>SAP S/4HANA Cloud: ... |
| 25<br>SAP SuccessFactors: ...<br>SAP SuccessFactors: ...<br>SAP SuccessFactors: ...           | 26<br>SAP enhancement package 4 for SAP Supply Chain Management 7.0 SP19 Maintenance Delivery | 27<br>SAP enhancement package 4 for SAP CRM 7.0 SP19 Maintenance Delivery   | 28<br>SAP Transportation Management 9.4 SP15 Maintenance Delivery | 29           | 30           | 1<br>SAP S/4HANA Cloud: ...                            |

PARTNER DASHBOARDS

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Sales & Marketing

Customer Success

Partner Solutions

CUSTOMER DASHBOARDS

Portfolio & Products

Finance & Legal

Services & Support

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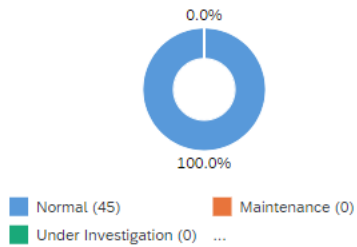
Users & Contacts

Collapse Sidebar

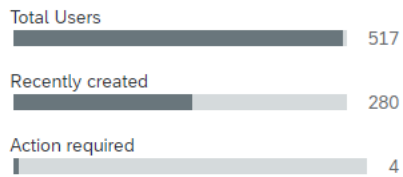
Welcome Amanda,

Edit

Availability Status of cloud systems that report their communicated availability



Support User Administration Manage S-Users & Technical Communication Users



Cases I Am Interested In

Incidents Action required 23 Cases

Get Started

- What is SAP for Me?
- SAP for Me authorizations
- Manage SAP for Me access
- Get started with SAP Support
- Get the App

Quick Access Systems & Provisioning

- Systems Cloud Systems, On-premise Syste...
- Availability Cloud Availability Event and statistics
- Provisioning Provisioning
- Cloud Delivery Next-Generation Cloud Transition
- Connectivity Remote Connection, Remote Acces...
- Keys

Next-Generation Cloud Delivery Schedule

Systems with open checklist items Within next 50 days



Quick Access Services & Support

Knowledge Base

There are many ways to influence our work with your feedback.



How would you rate SAP for Me today?



Hide Feedback

License Keys

Activate your S renewing licens



SUGGEST A FEATURE Influence SAP for Me development



- CONTACT US
- Contact Partner Support
- Contact Customer Support

Favorites (11 entries)

All Favorite Types

TITLE

TYPE

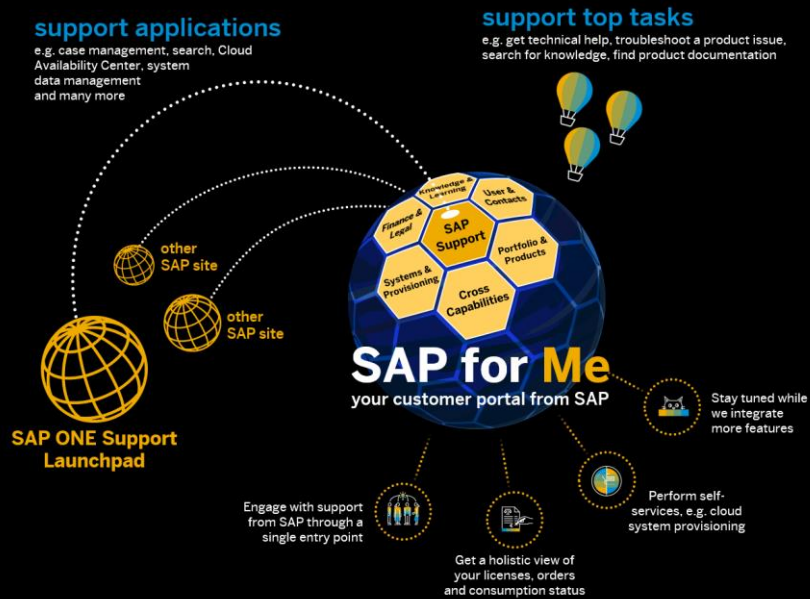


# Questions?

# SAP ONE Support Launchpad Migration to SAP for Me

## How to optimize support from SAP using SAP for Me

Easily engage support from SAP via a new digital platform and gain full transparency on your SAP products and systems.



PUBLIC

## What it's about:

- All support features will be migrated from the SAP ONE Support Launchpad to SAP for Me
- [SAP for Me](#) will become your entry point for support related topics and questions

## More Information:

- [My Support](#) in SAP Support Portal
- Learn more about your [personalized SAP for Me Home page](#) and the [migration](#)
- [What went where mapping](#) to find which SAP ONE Support Launchpad functionality equals which card(s) in SAP for Me

## Tell us what you think:

- Explore SAP for Me today, share your feedback [SAP for Me Survey](#)



# SAP for Me - Key takeaways

Gain comprehensive transparency with a personalized access point with our customer portal



## Portfolio and products

Get a 360-degree view of your products, including road maps and innovations.



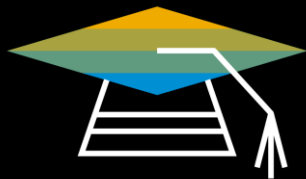
## Finance and legal

Review your SAP orders, licenses, invoices, consumption and balance statements.



## Systems and provisioning

Manage your cloud and on-premise systems, as well as their availability and status



## Knowledge and learning

Explore opportunities to enhance your product skills and oversee learning journeys and trainings.



## Maintenance and support

Review support incidents and manage maintenance and support topics across your company.



## Users and contacts

Access SAP contacts and manage roles in your company with self-service tools.

**Thank You!**

Follow us



[www.sap.com/contactsap](http://www.sap.com/contactsap)

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