Support Webcast

SAP ONE Support Launchpad Migration to SAP for Me

Gerlinde Wallner, Anna Withum, Stefan Vormbrock, SAP
May 10, 2022

Public

THE BEST RUN SAP

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Agenda

Topic	Presenter	Time
• SAP ONE Support Launchpad goes to SAP for Me (Why & How)	Gerlinde Wallner	5
• SAP for Me Demo	Stefan Vormbrock	15
• Q & A	All	8
• Summary	Gerlinde Wallner	2

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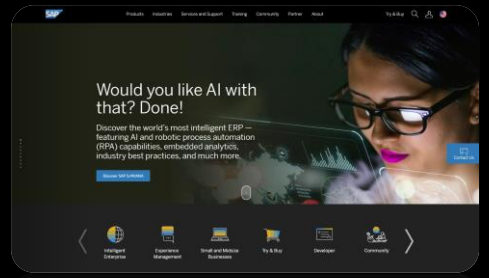
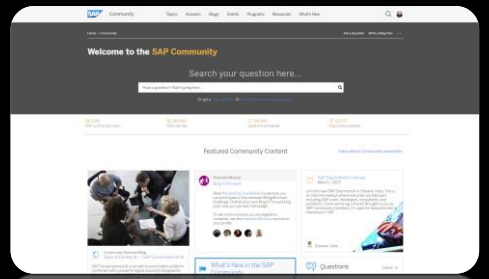
Message 1:

We are in the process of simplifying our entry points.

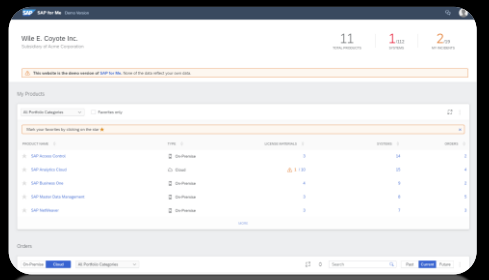
Primary Entry Points



sap.com
The Digital Front Door



community.sap.com
The Community



me.sap.com
The Customer Portal

Secondary Entry Points

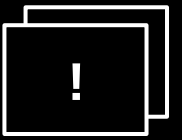
[SAP Transformation Navigator]

[Innovation Discovery]

[SAP Best Practices Explorer]

[SAP Help]

[Platform Availability Matrix]



And many more…

[SAP Support Portal]

[SAP Value Lifecycle Manager]

[SAP Road Map Explorer]

[Software Download Center]

[Maintenance Planner]

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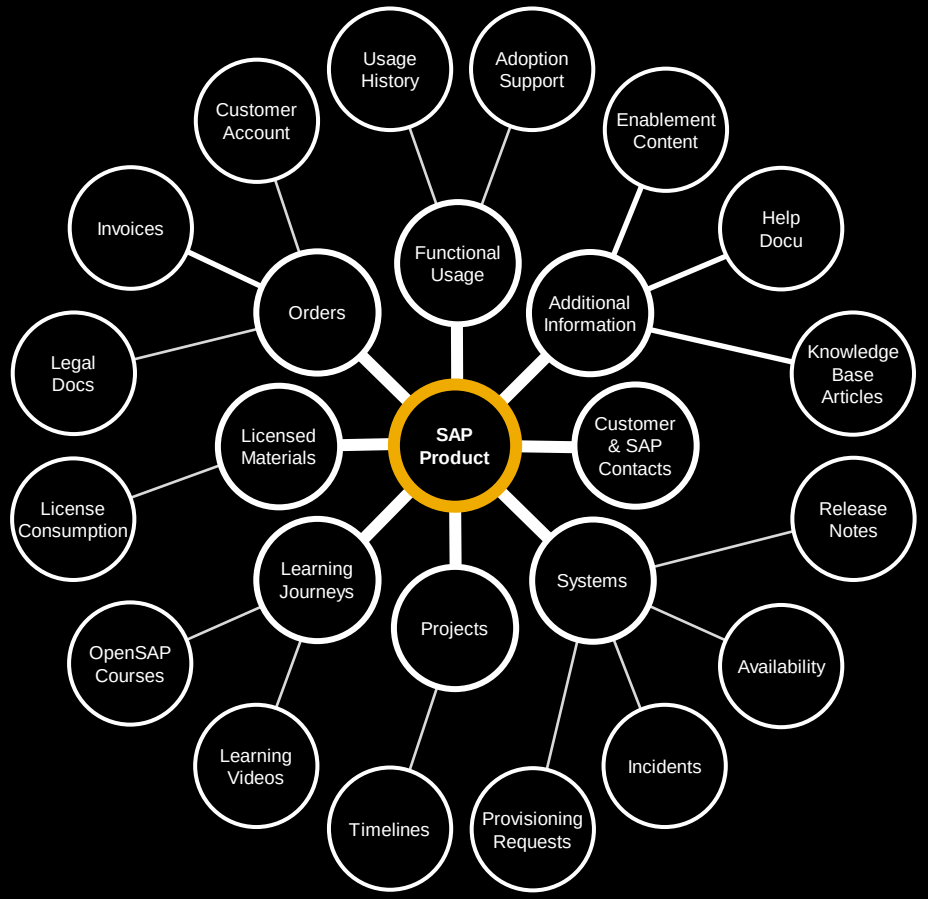
Message 2:

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

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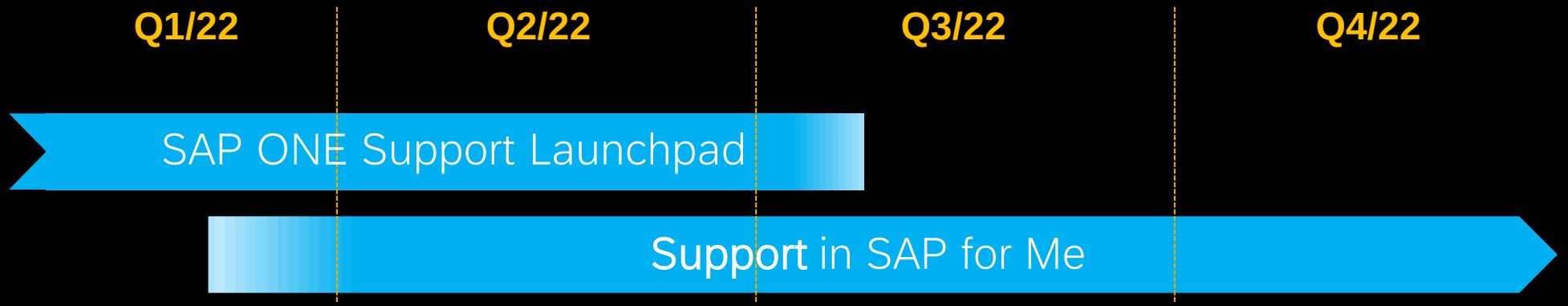
Message 3:

SAP ONE Support Launchpad goes SAP for Me

SAP ONE Support Launchpad home page as an entry point to applications will be replaced by SAP for Me early Q3/2022



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SAP for Me Portal Demo

SAP for Me

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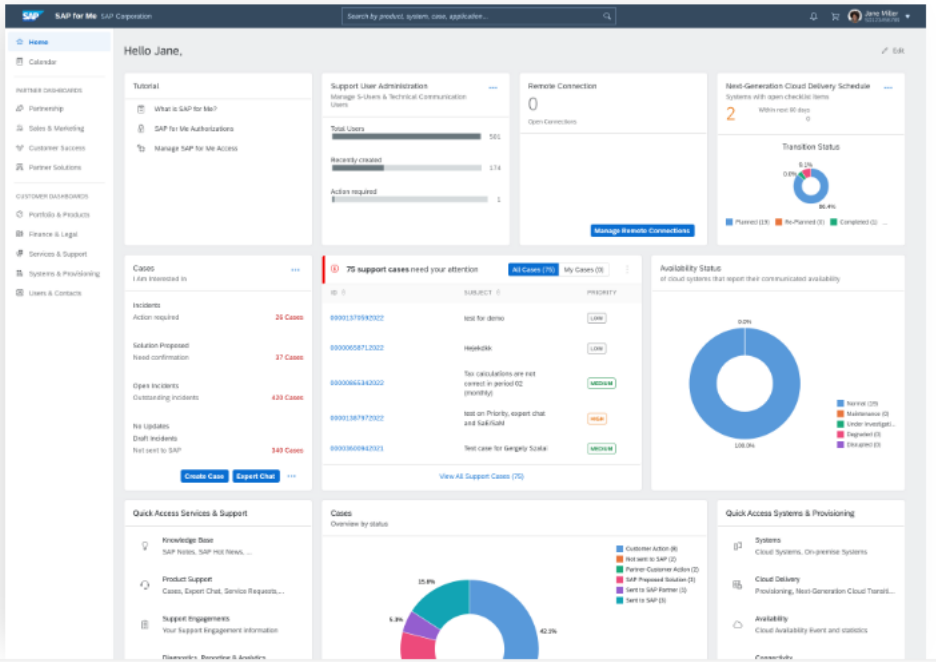
SAP for Me - Is made for You

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

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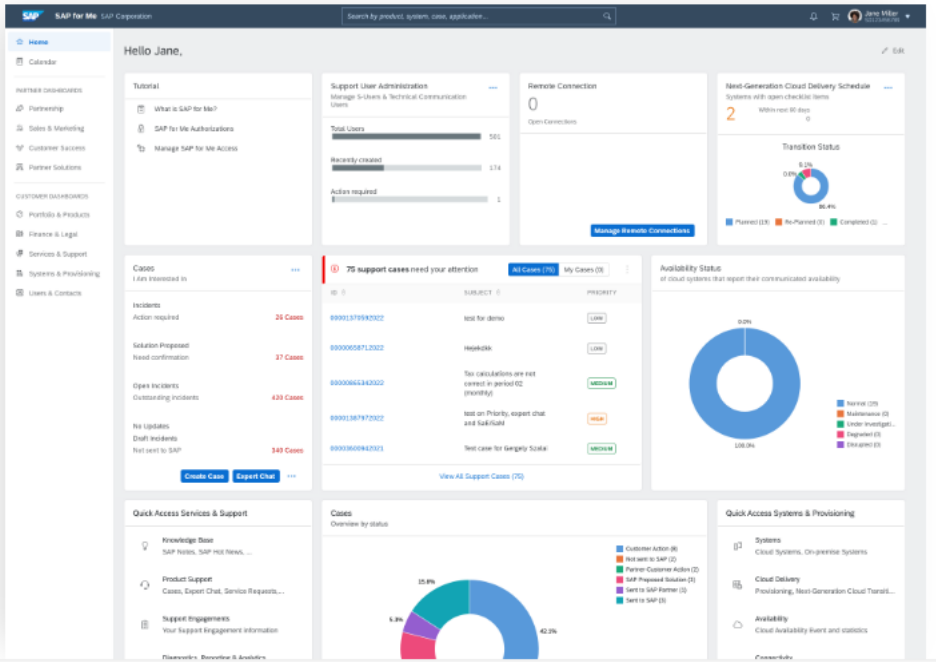

Waiting for me.sap.com...

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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

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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

Feedback

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Welcome Amanda,

Edit

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?
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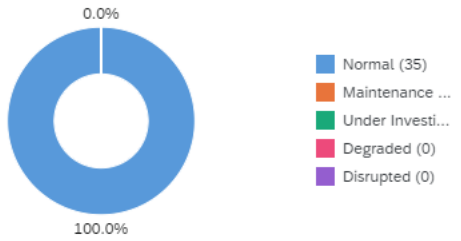
Availability Status

of cloud systems that report their communicated availability



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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 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...

Quick Access Services & Support

- Knowledge Base — SAP Notes, SAP Hot News, ...
- Product Support

Feedback

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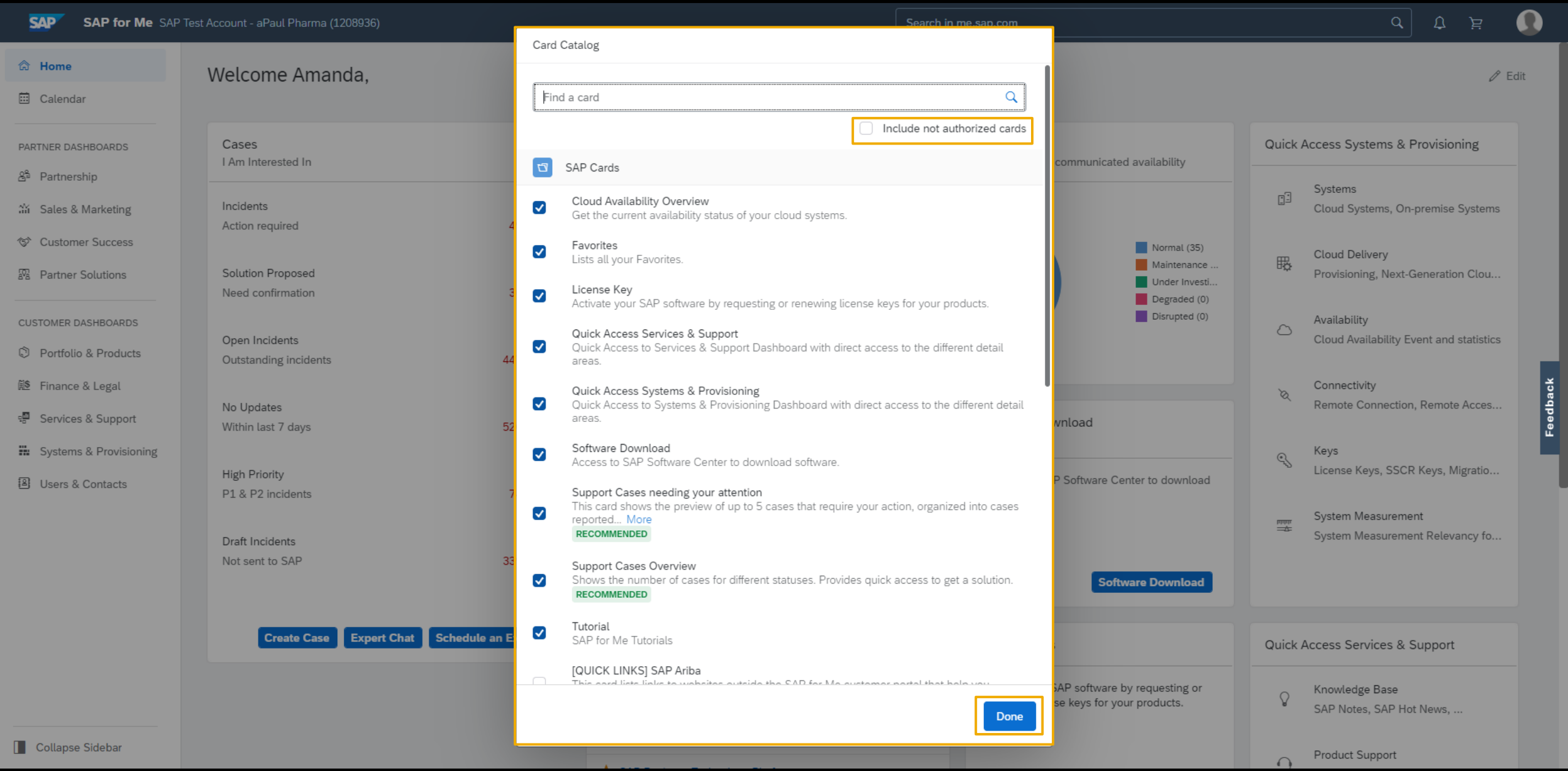

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Request License Key

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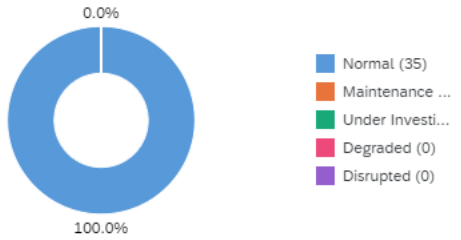
I Am Interested In

Incidents	Action required	55 Cases
Solution Proposed	Need confirmation	31 Cases
Open Incidents	Outstanding incidents	474 Cases
No Updates	Within last 7 days	502 Cases
High Priority	P1 & P2 incidents	96 Cases
Draft Incidents	Not sent to SAP	339 Cases

Create Case | Expert Chat | Schedule an Expert

Availability Status

of cloud systems that report their communicated availability



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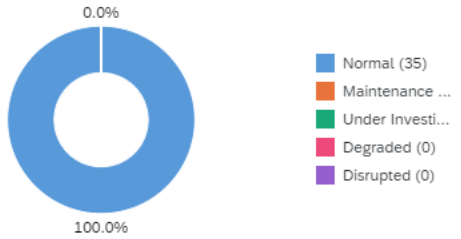

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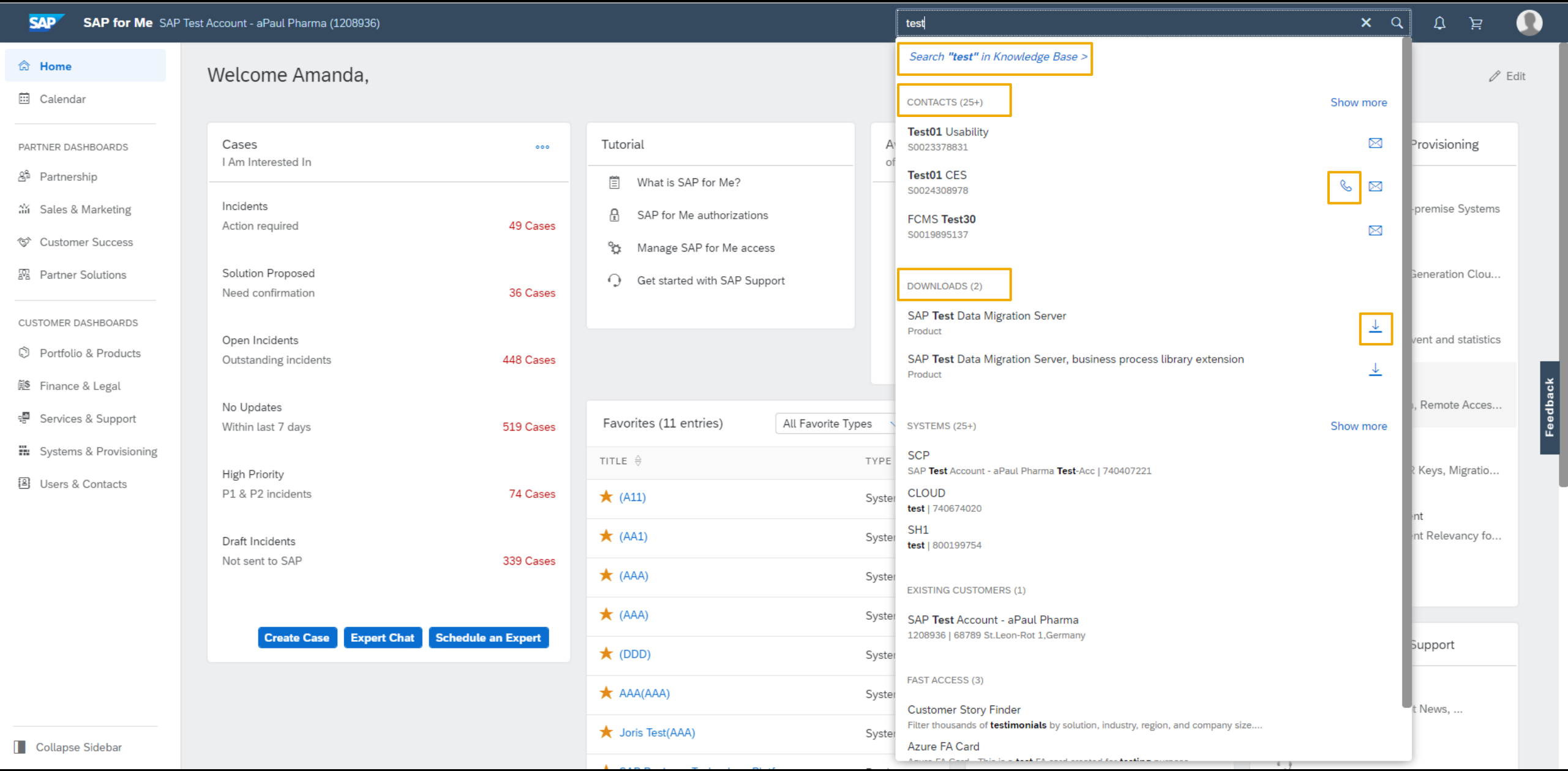

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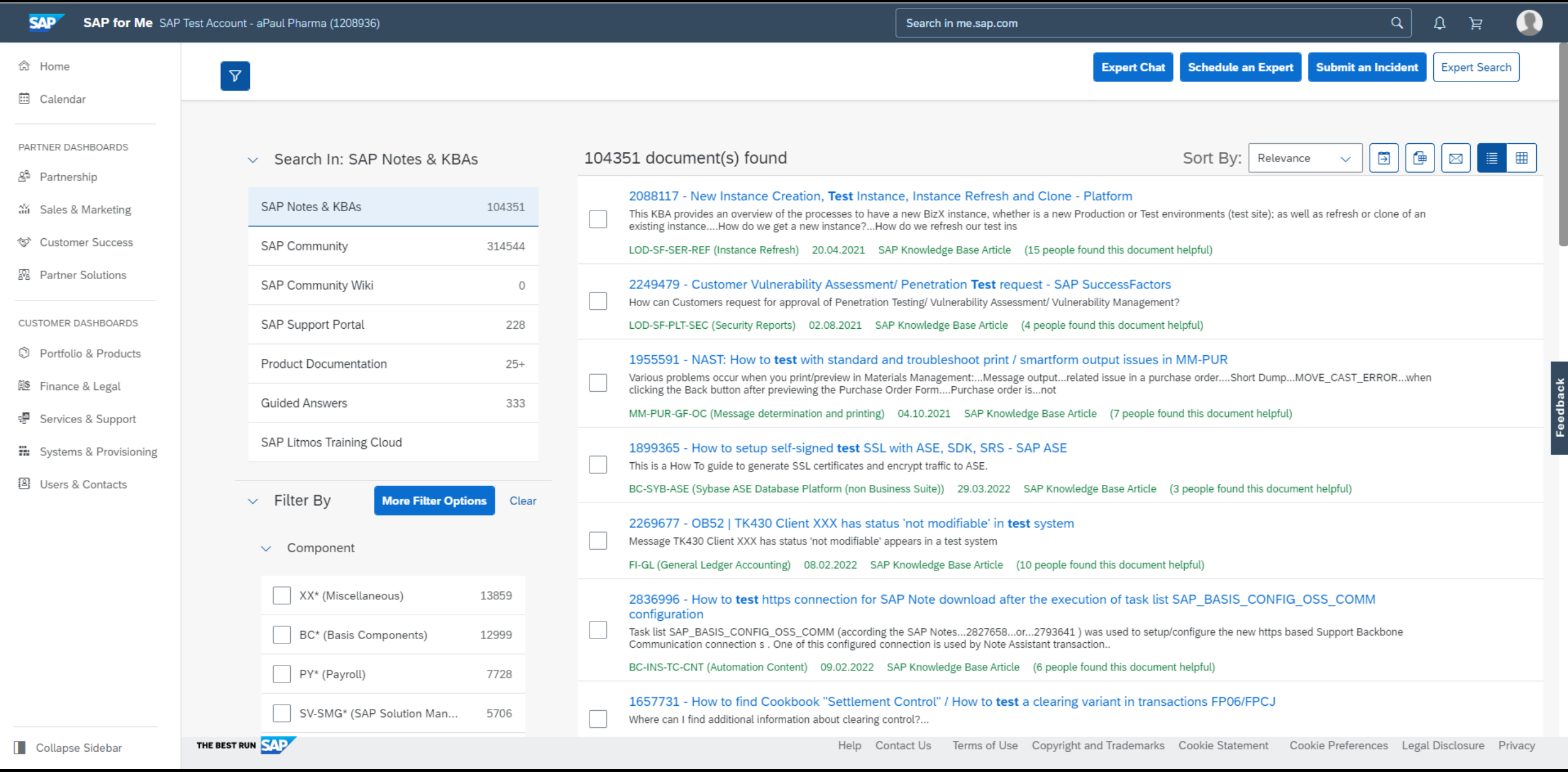

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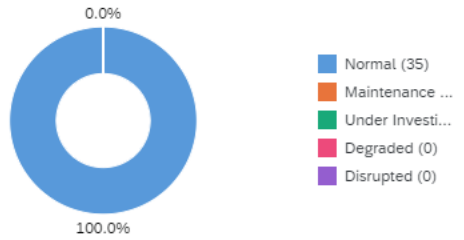

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Systems & Provisioning

Overview | Systems | Cloud Delivery | Availability | Connectivity | Keys | System Measurement

License Keys

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

SSCR Keys
My Developer Registrations

5 of 225

Name	Customer	Key
LEOTEST		
CLOUDALMUSER		
I306293		
I306293		
I306293		

SSCR Keys
My Object Registrations

5 of 160

Program ID	Object	Release	Key
R3TR	FHL2	620	
R3TR	123 432	740	
R3TR	234432	740	
LIMU	45	804	
LIMU	45677	804	

Development Namespaces

11

Newly available

Development namespaces enable you to develop enhancements and solutions without having to agree on naming conventions with third parties.

Visit Development Namespaces

Migration Keys

5 of 7

Key	Installation	Source System	Customer
	- Installation AH1	S63	
	- Installation AH1	AH1	
	- Installation AH1	q42	
	- Installation AH1	API	
	- SAP Solution Manager	BQ7	

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Services & Support

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

Top Tasks

- Report a Case
- View Cases
- Download Software
- Manage S-Users
- Request License Key
- Manage Remote Connections
- Check Cloud Service Availability

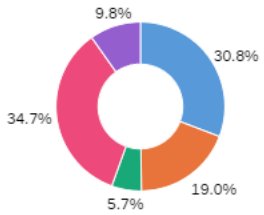
In Focus

Get Started

- Welcome to Support
- Services and Support from SAP
- How-To Videos
- Next-Generation Support
- Product Support Accreditation

Cases

Overview by status



- Sent to SAP (173)
- Sent to SAP Partner (107)
- SAP Proposed Solution ...
- In Processing by SAP (1...
- Customer Action (55)

My SAP Notes & KBAs

I Am Interested In

0 Favorites updated

New 0

Updated 0

Contact Us

- Written Case

Support for My Software Products

13

104 support cases need your attention

All Cases (104) | My Cases (0)

ID	SUBJECT	PRIORITY	LAST CHANGED

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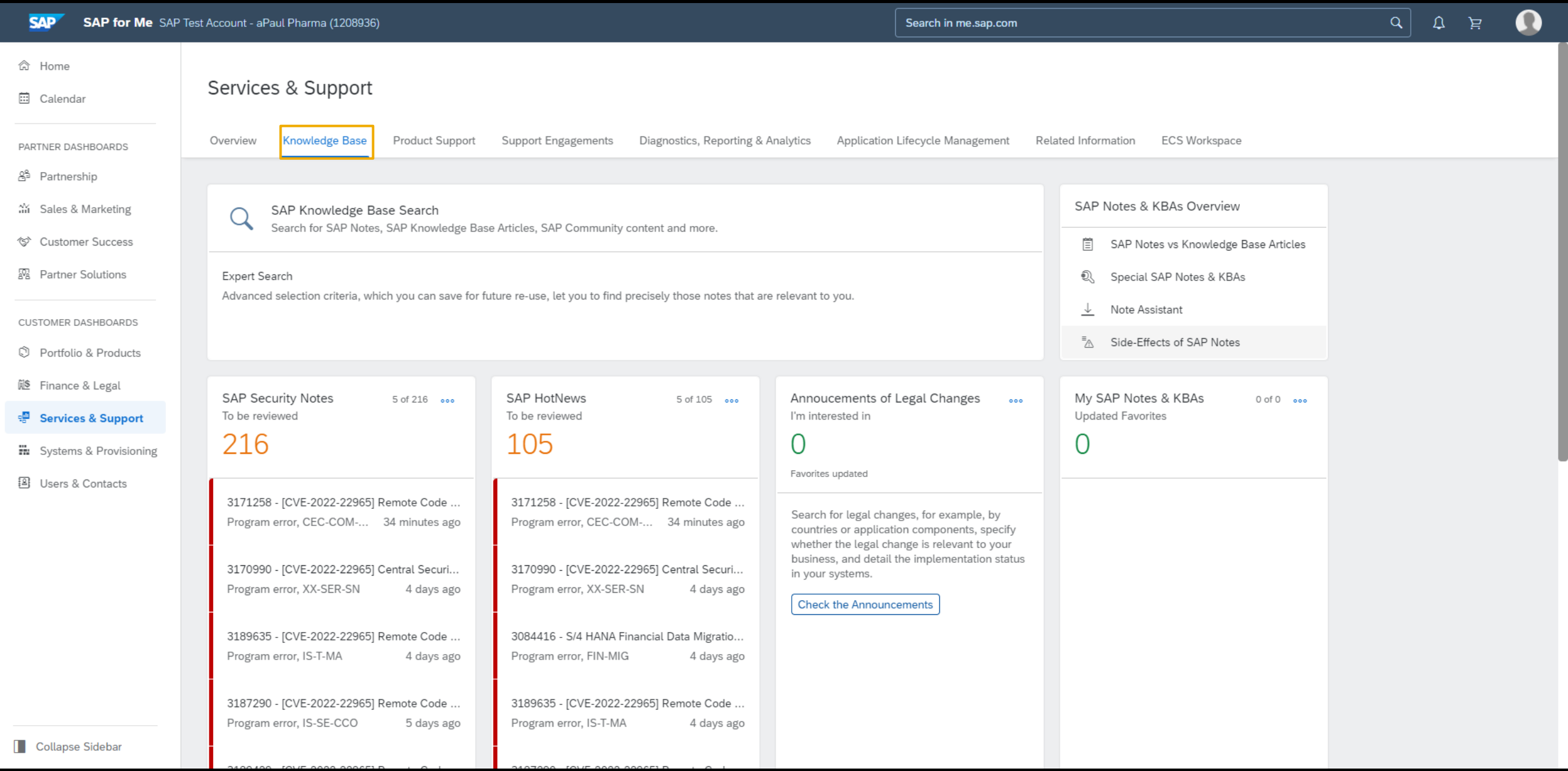

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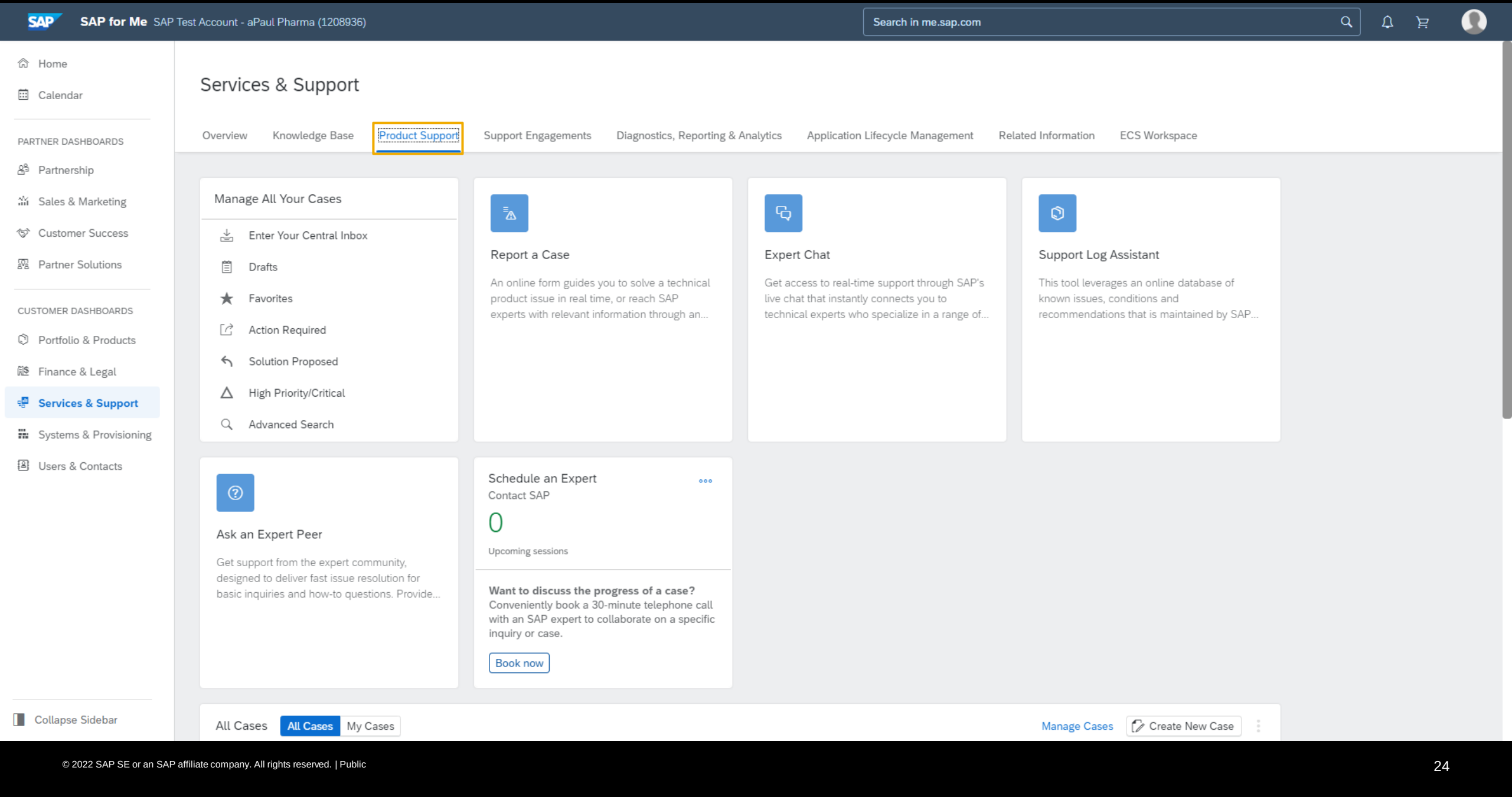

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Systems & Provisioning

Overview | Systems | Cloud Delivery | Availability | Connectivity | Keys | System Measurement

0 system is unavailable

SYSTEM	SYSTEM NAME	PRODUCT	STATUS
No downtimes detected			

Events (695 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
EV10027370	Maintenance	SAP SuccessFactors HXM Core	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	26.06.2022 03:00	26.06.2022 10:00	SFHCMPRD_3<2195 P!>
EV10027370	Maintenance	SAP Jam Collaboration	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	26.06.2022 03:00	26.06.2022 10:00	my Cloud System
EV10027370	Maintenance	SAP SuccessFactors Learning	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	26.06.2022 03:00	26.06.2022 10:00	MyProduction
EV10026899	Maintenance	SAP SuccessFactors HXM Core	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	19.06.2022 03:00	19.06.2022 10:00	SFHCMPRD_3<2195 P!>
EV10026899	Maintenance	SAP Jam Collaboration	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	19.06.2022 03:00	19.06.2022 10:00	my Cloud System
EV10026899	Maintenance	SAP SuccessFactors Learning	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	19.06.2022 03:00	19.06.2022 10:00	MyProduction
EV10026897	Maintenance	SAP Jam Collaboration	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	12.06.2022 03:00	12.06.2022 10:00	my Cloud System
EV10026897	Maintenance	SAP SuccessFactors Learning	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	12.06.2022 03:00	12.06.2022 10:00	MyProduction

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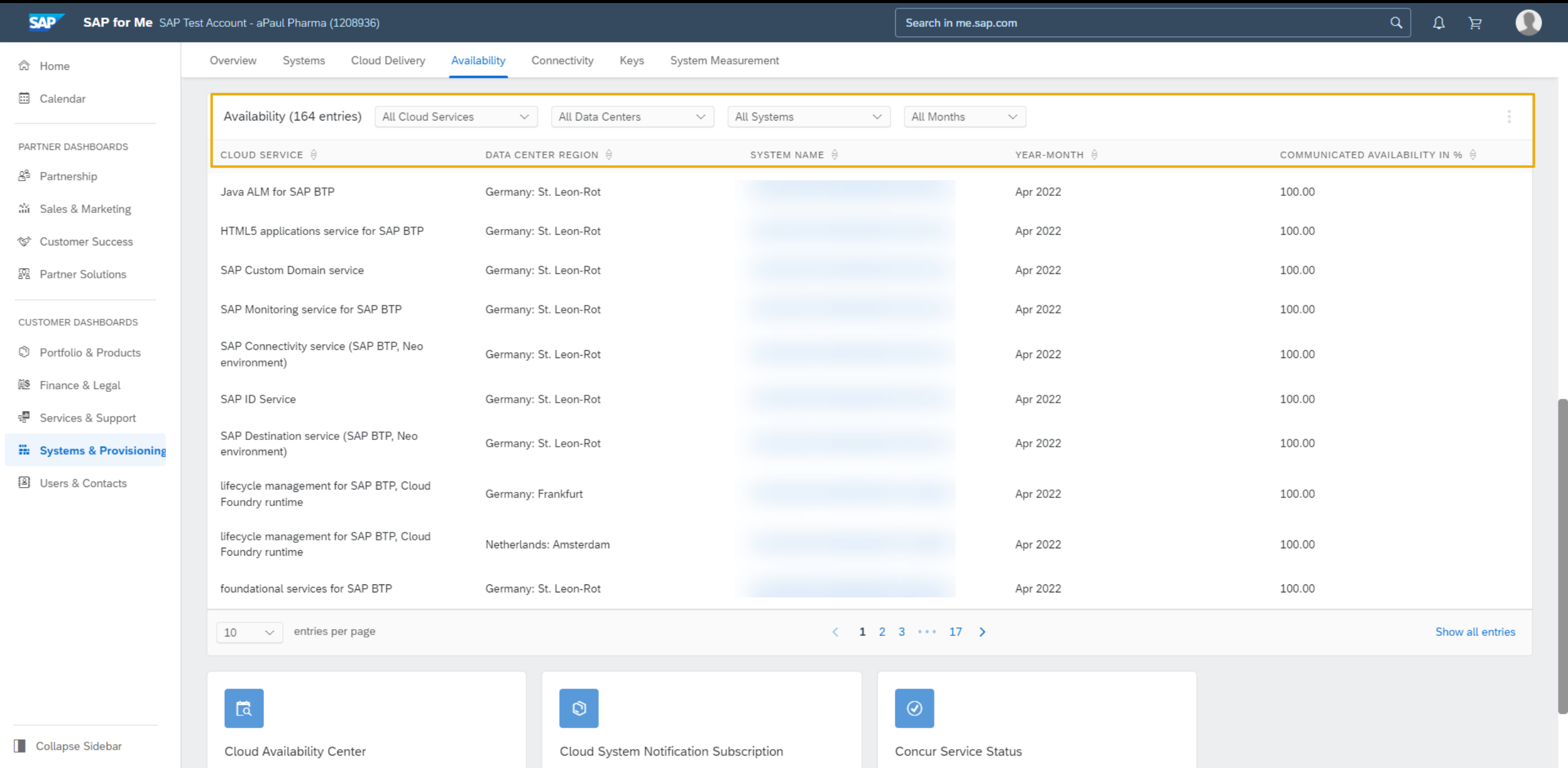

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Availability (9 entries) — SAP Business ByDesign | All Data Centers | All Systems | All Months

CLOUD SERVICE	DATA CENTER REGION	SYSTEM NAME	YEAR-MONTH	COMMUNICATED AVAILABILITY IN %
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Aug 2021	100.00
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Sep 2021	100.00
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Nov 2021	100.00
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Dec 2021	100.00
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Feb 2022	100.00
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Apr 2022	100.00
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Oct 2021	99.95
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Mar 2022	99.78
SAP Business ByDesign	Germany: St. Leon-Rot	my358178.sapbydesign.com	Jan 2022	99.47

Cloud Availability Center

Get a personalized, at-a-glance view into the availability of your SAP cloud products.

Cloud System Notification Subscription

Manage your cloud system notifications to receive up-to-date information about your cloud system status.

Concur Service Status

Check up-to-the-minute service availability and performance information.

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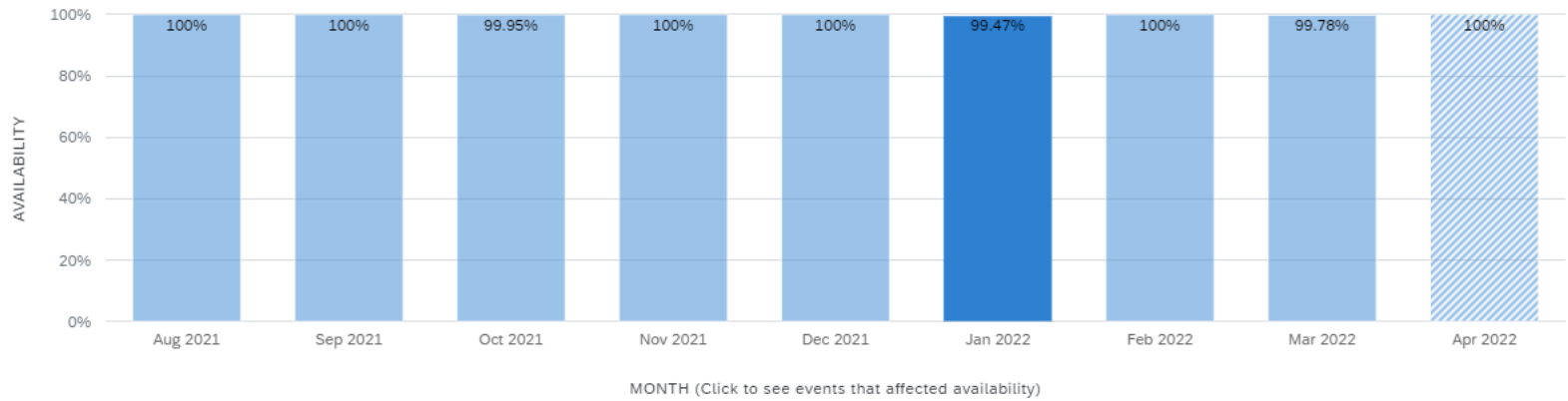
System Name	System ID	System Role	Data Center Region	URL	Product	Customer
my358178.sapbydesign.com	CLOUD	Production	Germany: St. Leon-Rot	Open URL	SAP Business ByDesign	SAP Test Account - aPaul Pharma(1208936)

Communicated Availability

PREVIOUS MONTH	CURRENT MONTH
99.78%	100%

Availability Reporting



Jan 2022 | Service Disruption

EVENT ID	EVENT TYPE	START	END	STATUS	DURATION
EV8224381	Service Disruption	10.01.2022, 22:25	11.01.2022, 02:16	SERVICE RESTORED	03h 51m 00s

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EV8224381 SERVICE RESTORED

Event Type	Start Time	End Time	Duration
Service Disruption	10.01.2022, 22:25:00	12.01.2022, 02:16:00	03h 51m 00s

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.

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	PRODUCT	SYSTEM ROLE	MAIN SYSTEM
Germany: St. Leon-Rot			
my358178.sapbydesign.com	SAP Business ByDesign	Production	—

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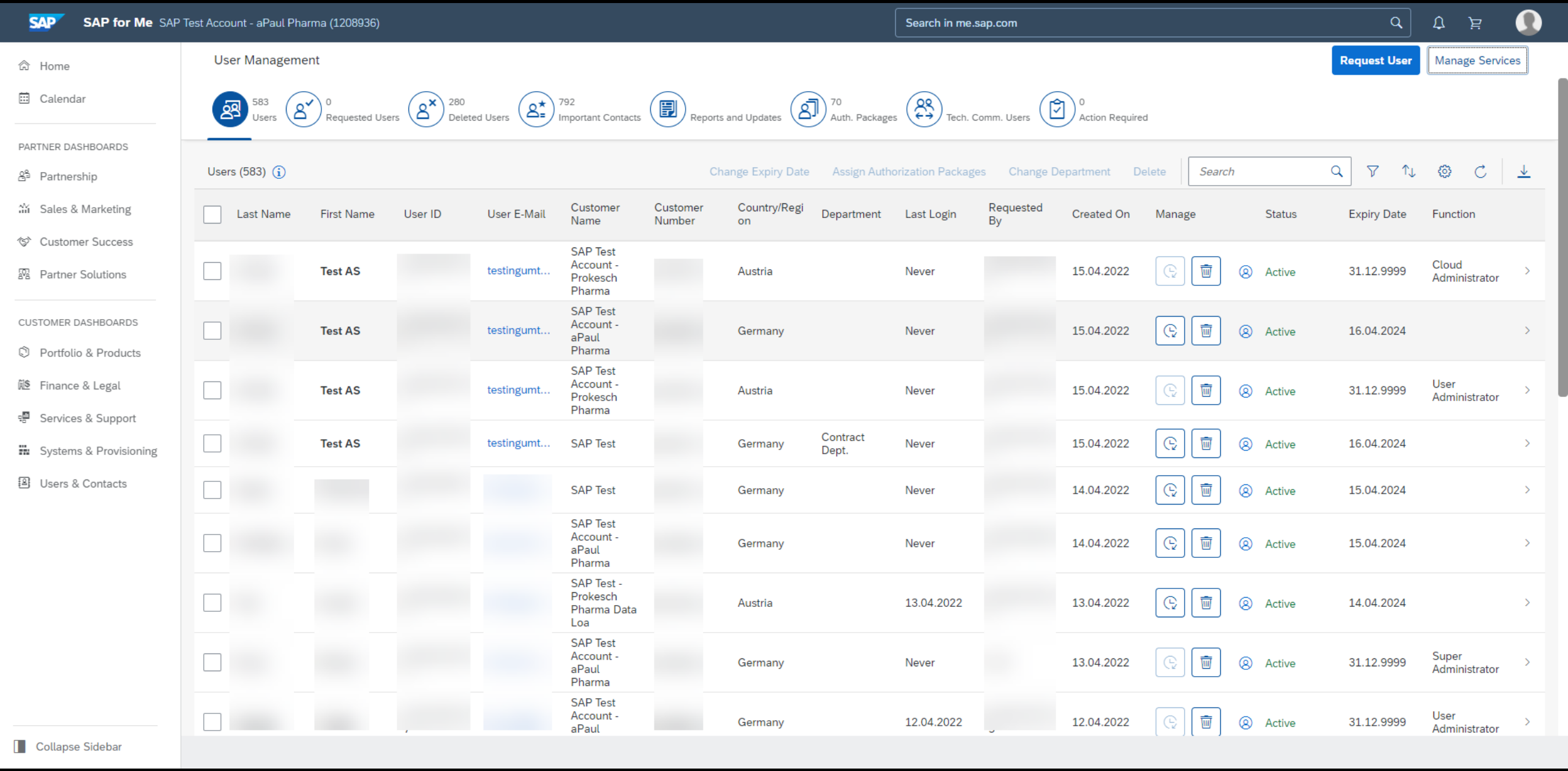

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Questions?

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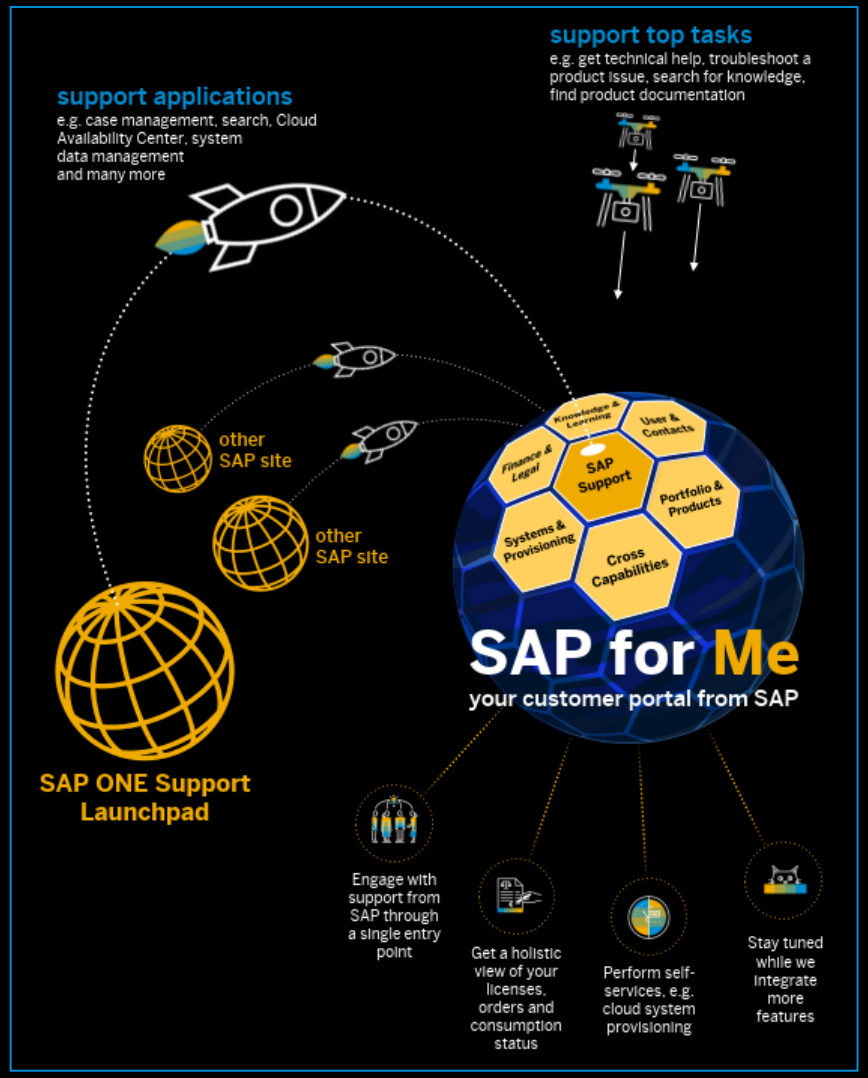
SAP ONE Support Launchpad Migration to SAP for Me



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 in early Q3/2022.

More Information:

- My Support in SAP Support Portal
- Learn more about your personalized SAP for Me Home page, which shows pre-defined cards based on the applications you recently used in SAP ONE Support Launchpad.
- What went where mapping to find which SAP ONE Support Launchpad functionality equals which card(s) in SAP for Me

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