

Support Webcast: SAP ONE Support Launchpad Migration to SAP for Me

CIC, SAP May, 2023



Disclaimer

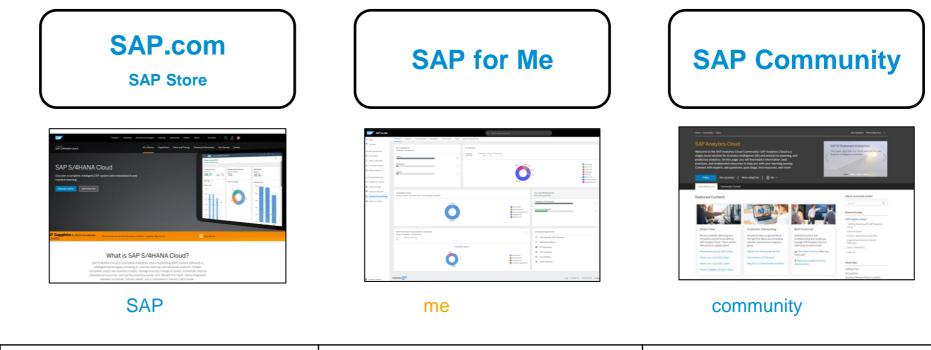
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Agenda

- > Why SAP for Me
- > SAP for Me: the new central entry point for SAP support
- > SAP for Me Demo
- > Q&A

SAP's Primary Customer Experience Websites

Simplifying our digital customer experience



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



Your digital companion on the journey to the intelligent enterprise.

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Capabilities YOUR DASHBOARDS

Benefits YOUR ADVANTAGES

Access YOUR EXPERIENCES

Knowledge YOUR EXPERTISE

Portfolio &	Finance &	Services &	Systems &	Users &	Knowledge &
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Get a 360- degree view of your products, including road maps and innovations.	Review your SAP orders, licenses, invoices, consumption, and balance statements.	Review support cases and manage maintenance and support topics across your company.	Manage your cloud and on- premise systems, as well as their availability and status.	Access SAP contacts and manage roles in your company with self-service tools.	Explore opportunities to enhance your product skills.

Log in to SAP for Me with your S-User and experience the benefits of the portal in supporting you with daily challenges on the journey to the intelligent enterprise. The portal is also accessible via tablet or mobile phone:

iOS link in Apple Store

Android link in Google Play

SAP for Me Landing Page

SAP for Me Community

SAP ONE Support Launchpad Transition to SAP for Me



SAP for Me is now available 7 languages: English, German, Japanese, Simplified Chinese, French, Portuguese, and Spanish.



SAP for Me now speaks your language | SAP Blogs

SAP for Me: the new central entry point for SAP support



SAP for Me will become the new personalized central entry point to SAP's support, replacing the SAP ONE Support Launchpad.

Overview

- SAP for Me will be the central entry point for SAP support.
- The new 'Get Support' application will provide a step-by-step guided support experience by using artificial intelligence to predict the right product categorization an recommends the most suitable support channel.
- Together with this platform switch, there is a terminology change from 'incident' to 'case'. Case is the new name for technical product help, formerly known as incident in SAP ONE Support Launchpad

Timeline



Starting April 22, 2023*, when you access
 the SAP ONE Support Launchpad, you are redirected to <u>SAP for Me</u>. You will have the option to continue using the launchpad if needed until May 23rd.

Going forward, SAP for Me will be the central entry point, and the SAP ONE Support Launchpad homepage will be deprecated.

*Target dates may change depending on various conditions.

Access

- <u>https://me.sap.com/home</u>
- Download SAP for Me mobile application via Apple/Google Play Store





Make SAP for Me my new entry point

Redirect Pop-up in SAP ONE Support Launchpad planned to start on April 22, 2023*

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Possibility to switch from SAP for Me back to SAP ONE Support Launchpad until final deprecation of the launchpad

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SAP for Me Portal Demo







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Public

This is what we found!

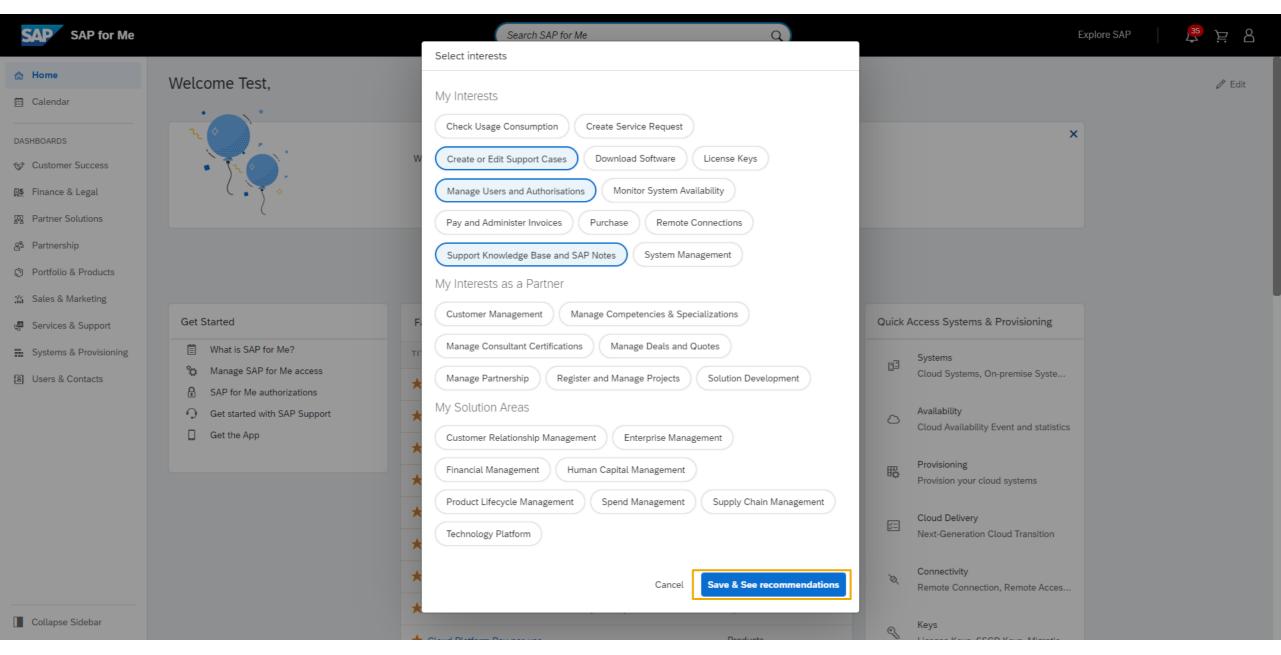
We believe that the following topics might interest you. Feel free to select as many topics as you want to setup your **SAP for Me Home Page.**

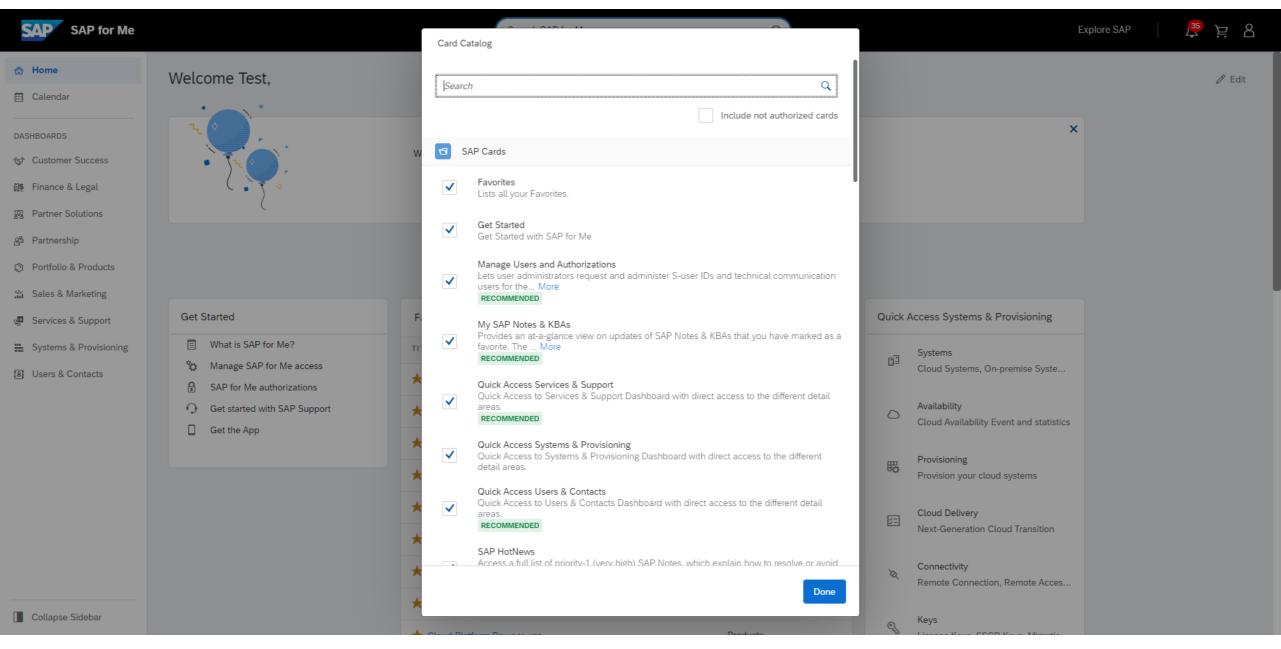
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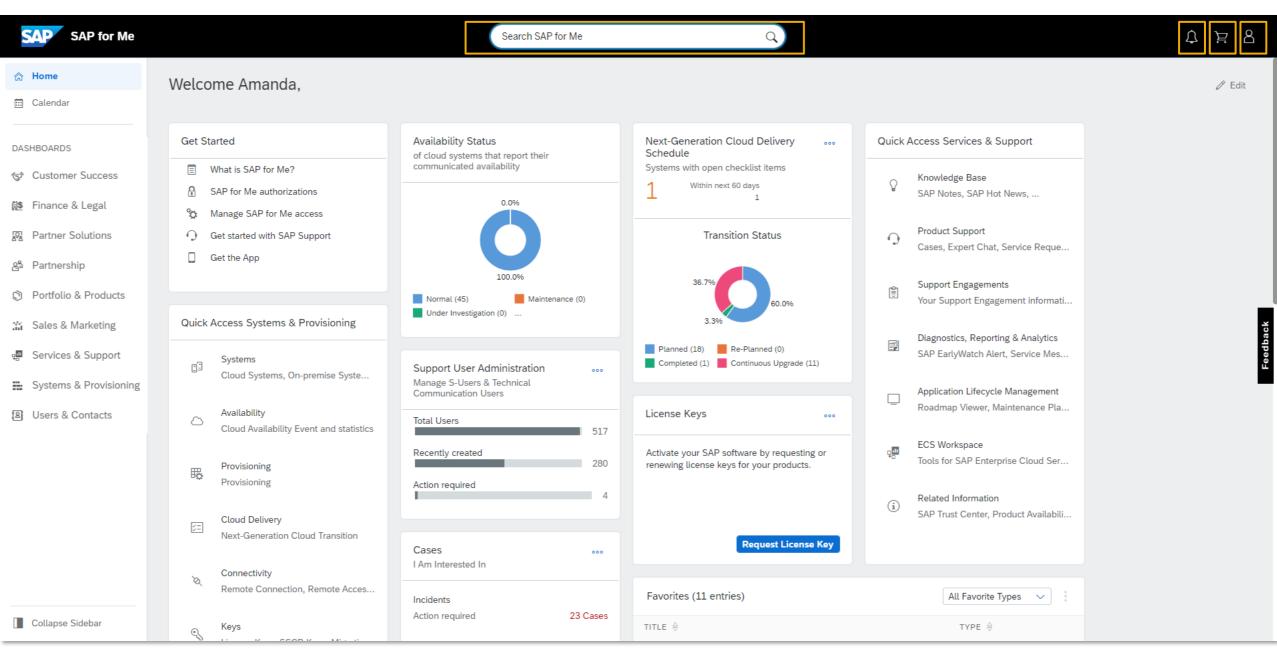
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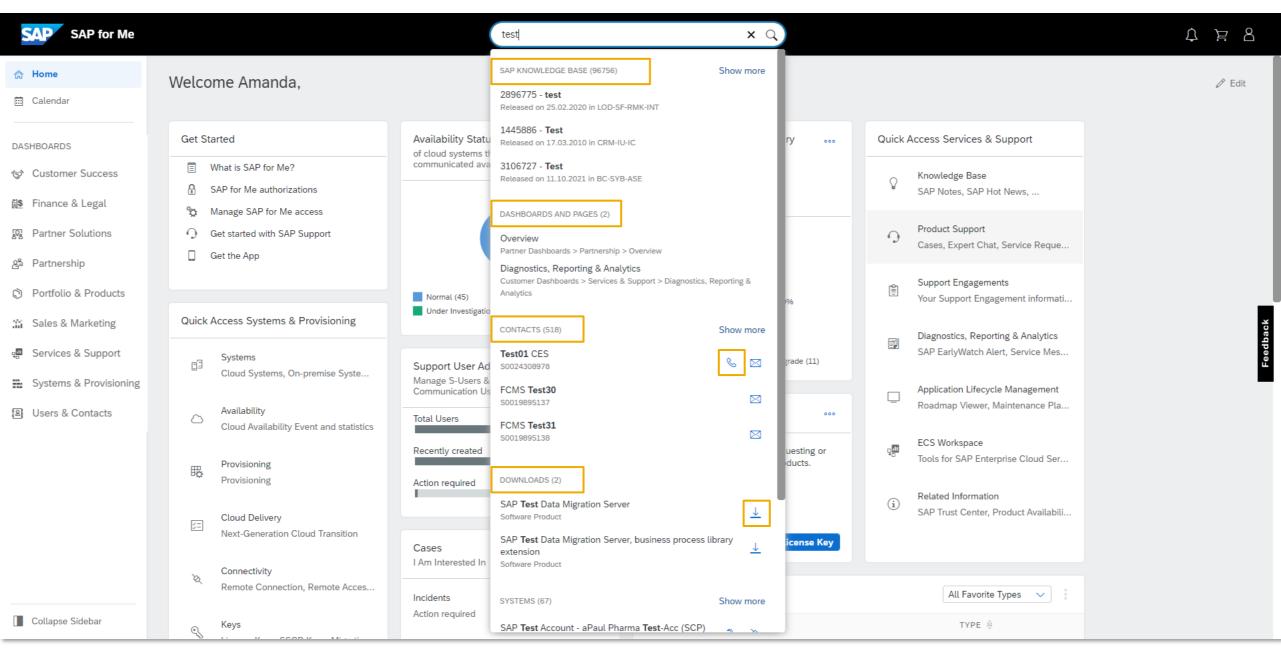
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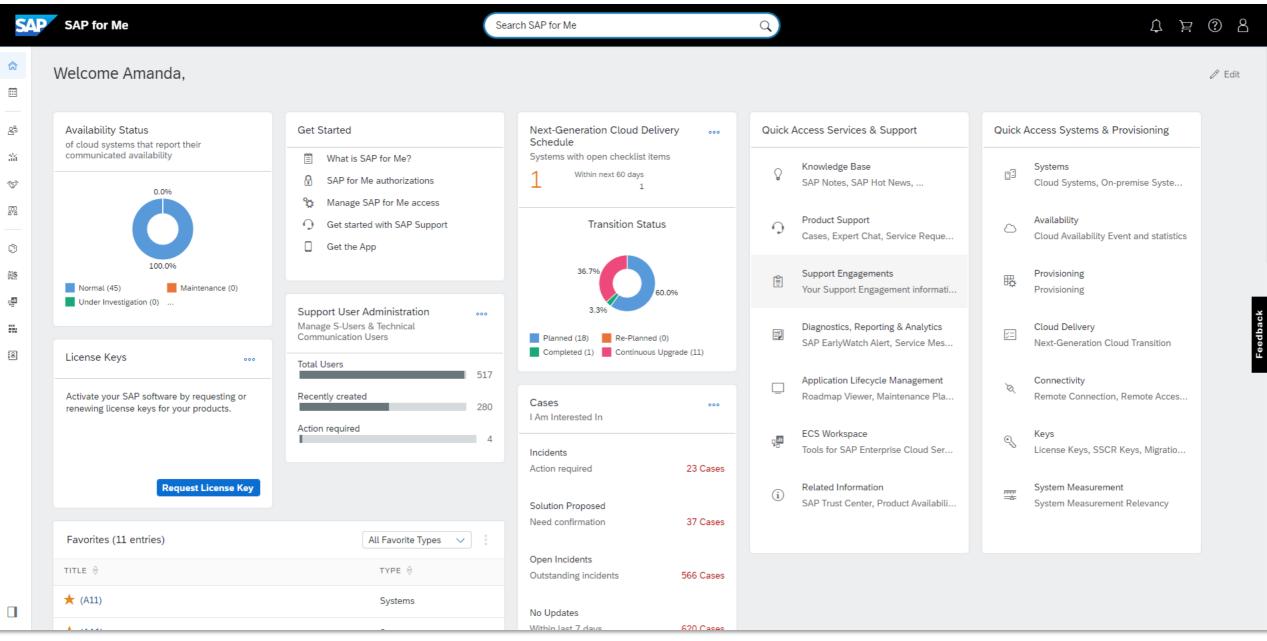
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图 Users & Contacts	3784621	Enterprise Cloud Services	0001208936 / SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	GDPR notification for hyperscale provider GCP or AWS	In Progress	13.10.2022, 01:13:10 S0022534352	13.10.2022, 02:19:00	Non-Chargeable / Free Service	NO	9
	3780041	Enterprise Cloud Services	0001208936 / SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	GDPR notification for hyperscale provider GCP or AWS	In Progress	12.10.2022, 18:06:51 S0022534352	12.10.2022, 19:10:00	Non-Chargeable / Free Service	NO	9
	3771041	Enterprise Cloud Services	0001208936 / SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	GDPR notification for hyperscale provider GCP or AWS	In Progress	11.10.2022, 17:11:36 S0020916202	12.10.2022, 18:48:00	Non-Chargeable / Free Service	NO	Feedback
	3771021	Enterprise Cloud Services	0001208936 / SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	GDPR notification for hyperscale provider GCP or AWS	In Progress	11.10.2022, 17:10:49 S0009460456	11.10.2022, 18:15:00	Non-Chargeable / Free Service	NO	8
	3770991	Enterprise Cloud Services	0001208936 / SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	GDPR notification for hyperscale provider GCP or AWS	In Progress	11.10.2022, 17:02:15 S0009460456	11.10.2022, 18:07:00	Non-Chargeable / Free Service	NO	9
Collapse Sidebar	3770981	Enterprise Cloud Services	0001208936 / SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	GDPR notification for hyperscale provider GCP or AWS	In Progress	11.10.2022, 16:57:57 S0009460456	11.10.2022, 18:02:00	Non-Chargeable / Free Service	NO	8

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Customer Interaction Center Overview



Customer Interaction Center (CIC) is one of the main interfaces between customers and the SAP support organization. We are available 24 hours a day, 7 days a week, 365 days a year, and provide a central point of contact for assistance with non-technical queries.

Overview		Benefits	Access	Preview		
A contact channel for non-technical questions, such as:		CIC offers customers assistance in the following ways:	You can access CIC from the SAP Support Portal or through SAP ONE Support Launchpad	• How you can contact us		
°	Existing customer case enquires, e.g. status requests, speed up request, escalation requests	 Available 24 hours a day, 7 days a week, 365 days a year 	<u>Chat with CIC</u> <u>Call CIC</u> Direct Access <u>E-mail CIC</u>	Technical Assistance Report an incident for your SAP software Non-Technical Assistance Contact your SAP Local Support Certer by phone, email or chat Note: For contract-related questions, please fill out the online form.		
	SAP for Me and SAP Support Portal navigation and applications, e.g. user management, license key request	 Service menu to select a specific product area, including SAP Ariba, SAP Concur, SAP Fieldglass, SAP Qualtrics SAP Success Factors 	Learn more here: Interactive Video Package	SAP Support Portal		
Image: Second se	S User and SAP Universal ID administration, e.g. unlocking users, authorization help, and password reset	 Toll-free number accessible in most countries through landline phones and some mobile providers 	 SAP Support Portal Reference Guide Webcasts 	System Operations and Maintenance Image: System Operations and Maintenance Image: System Operations and Syst		
	Remote service requests	!	 #ASKCIC Support Videos CIC Blogs SAP Communities 			

Questions?





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Thank you.

Speaker's Name Email

