Wondering How to Get an Easy Start With SAP's Product Support?
Product Support Accreditation Program

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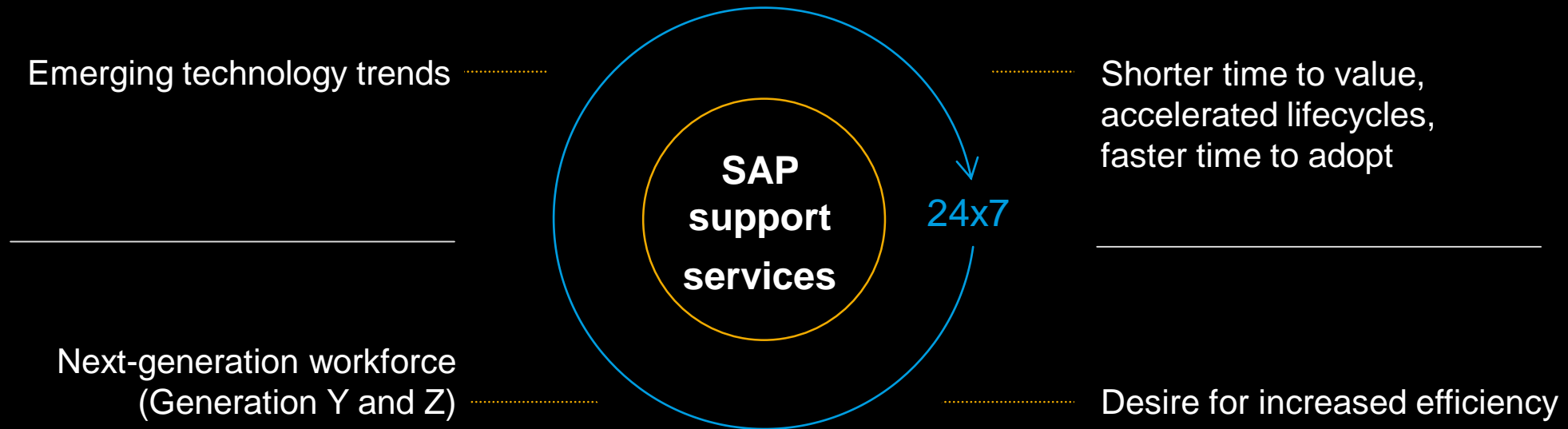THE BEST RUN **SAP**

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The world is changing. Digital technologies are everywhere

Drivers and implications for SAP support services

Emerging technology trends

Shorter time to value, accelerated lifecycles, faster time to adopt

SAP support services

24x7

Next-generation workforce (Generation Y and Z)

Desire for increased efficiency

Internet of Things

Social

Big Data

Cloud

Machine learning

Hyper-connectivity

Mobile

In-memory computing

Our vision of the digital support experience

Anticipate

You should never have to ask a question.
Our collective focus with product development is to achieve high-quality, intuitive products that **anticipate** your needs.

Accelerate

If you have questions, it's quick and easy to get answers.
Access to SAP's comprehensive knowledge base notably **accelerates** your path to accurate answers when you need them.

Collaborate

Our support experts will provide you with solutions quickly.
Our highly skilled engineers **collaborate** with you to help ensure you are successful – providing fast, easy access to the answers you need.

Live Business needs live support

Next-Generation Support for the intelligent enterprise

Traditional SAP support

Industry-leading proactive and preventive support across all deployment scenarios
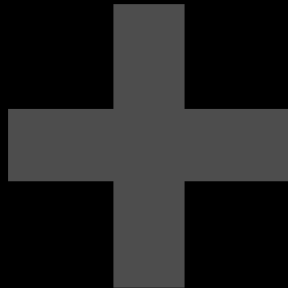
Next-Generation Support

Groundbreaking support for the intelligent enterprise

Self-service and incident prevention
to avoid incidents

Real-time interaction
to speed your time to issue resolution

Digital support experience
to seamlessly integrate with built-in support

Artificial intelligence and machine learning
to accelerate paths to relevant answers

Live Business needs live support
Next-Generation Support for the intelligent enterprise

Self-service and incident prevention

Next-Generation Support has several comprehensive solutions – so you never have to ask a question, and if you do have a question, you receive an answer instantly.

- SAP Support Portal
- SAP Knowledge Base Articles (KBAs) via Google search
- Automatic translation
- SMS notifications
- Guided Answers
- SAP BusinessObjects BI support tool
- Automated search for SAP Notes
- Performance Assistant
- SAP Community
- Support by Product

Real-time interaction

We offer real-time support channels with live and direct access to SAP's support experts.

- Expert Chat
- Schedule an Expert
- Ask an Expert Peer
- Schedule a Manager
- Call-1-SAP & Customer Interaction Center (CIC)

Digital support experience

Benefit from a seamless and intuitive omnichannel support experience with personalized, context- sensitive support when and where you need it.

- SAP ONE Support Launchpad
- Incident creation application
- Social Media integration
- Built-in support
- Cloud Availability Center
- SAP Cloud Trust Center

AI / Machine Learning

SAP constantly innovates to improve our products and provide you with a world-class support experience.

- Thought leadership
- Artificial Intelligence / Machine Learning
- Incident Solution Matching

Product Support Accrediation Program
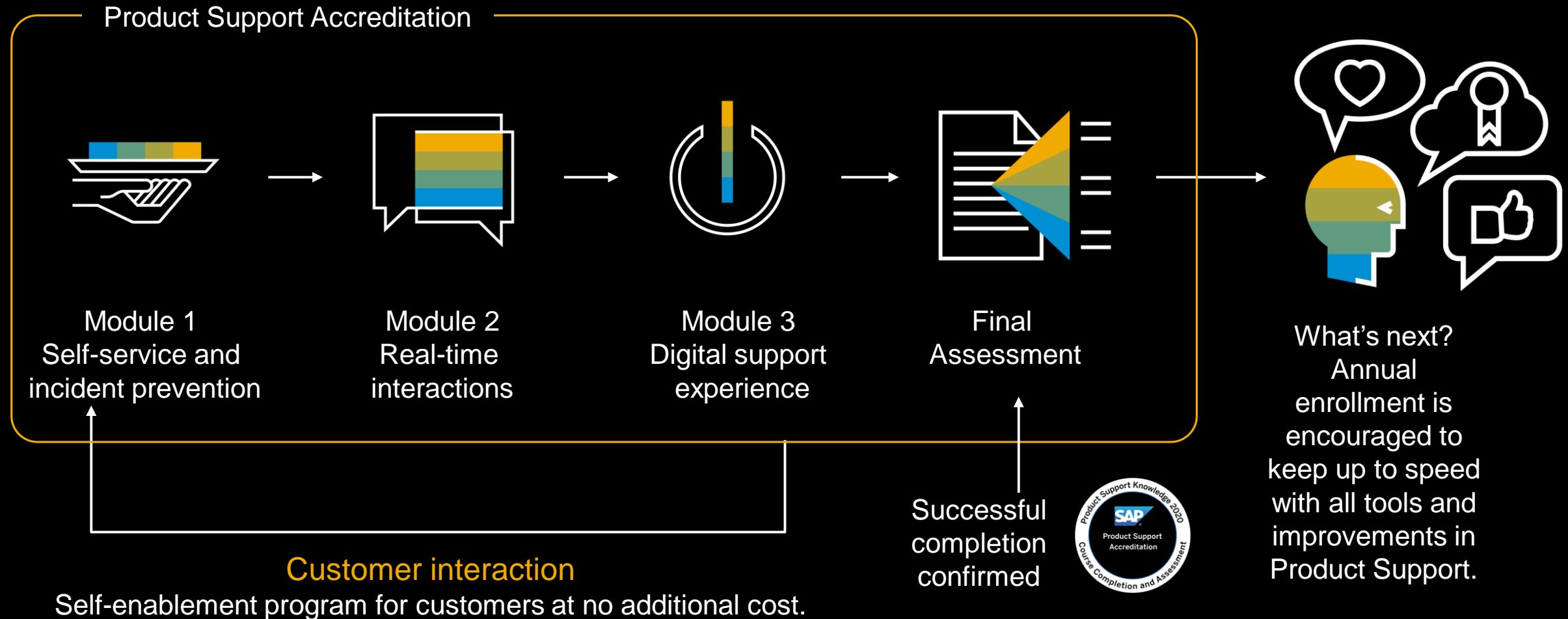
Product Support Accreditation
Self-enablement program for customers and partners for Product Support

Product Support Accreditation program enables you to make the best out of SAP's product support tools and Next-Generation Support offerings

Overview

- Easy to consume interactive program.

- Available to all SAP Customers at no additional cost. It can be accessed via S-user login.

- It consists of 3 modules and a final assessment.

- The modules cover incident prevention offerings, real-time interactions and digital support experience.

Benefits

- **Informative:** Gain empowerment and awareness to all the available resources from Product Support

- **Efficient**: The easy to consume enablement with SAP's Product Support Accreditation program helps users to increase their efficiency in working with Next-Gen Support tools by selecting the best channel.

- **Rewarding:** A Product Support Accreditation badge is awarded once the final assessment is completed. This badge can be shared in social media.

Access

- **Easy to access**: simply use your s-user via SAP Support Portal to enroll for program.

- **Easy to consume:** The accreditation modules can be taken at your own pace and time. Easy to consume content will be provided on demand.

- **Interactive:** Learnings can easily be validated in interactive quizzes supporting the user in their progress.

- Click here to access the accreditation and here to learn more.

Preview

Product Support Accreditation

Self-enablement program for customers and partners for Product Support

Product Support Accreditation

Module 1
Self-service and incident prevention

Module 2
Real-time interactions

Module 3
Digital support experience

Final Assessment

Successful completion confirmed

SAP Product Support Accreditation
Product Support Knowledge 2020
Course Completion and Assessment

What's next? Annual enrollment is encouraged to keep up to speed with all tools and improvements in Product Support.

Customer interaction
Self-enablement program for customers at no additional cost.

How to get started

Product Support Accreditation – How to access

Accessing the application directly
https://support.sap.com/accreditation

Through the Welcome Center
in the SAP Support Portal

Through My Support in the SAP
Support Portal

How to enroll – Getting started

The Product Support Accreditation program is free for any S-User!

How to complete – Workflows and Progress

Self-service and Incident Prevention
100%
Est.Time: 25 min

Real-time Interactions
100%
Est.Time: 25 min

Digital Support Experience
100%
Est.Time: 15 min

Self-service and Incident Prevent... ℹ

Product Knowledge	✓
Knowledge Base	✓
Guided Answers	✓
SAP Community	✓
SAP Support Portal	✓
SAP ONE Support Launchpad	✓
Troubleshooting and Diagnostic Tools	✓

Real-time Interactions ℹ

Incident	✓
Expert Chat	✓
Schedule an Expert	✓
Schedule a Manager	✓
Ask an Expert Peer	✓
Scope of Support	✓
Customer Interaction Center	✓
AI/Machine Learning	✓

Digital Support Experience ℹ

Social Media Integration	✓
Cloud Availability Center	✓
SAP Trust Center	✓
Built-in support	✓

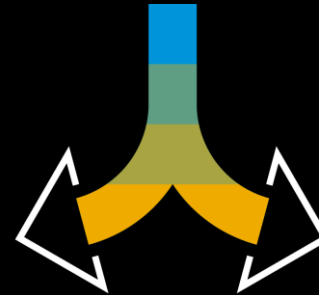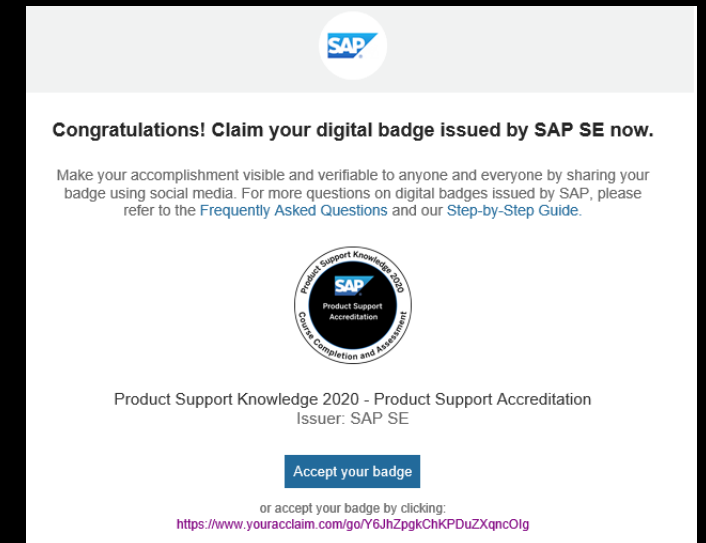# Completion and rewards – Earn your accreditation and share with your peers
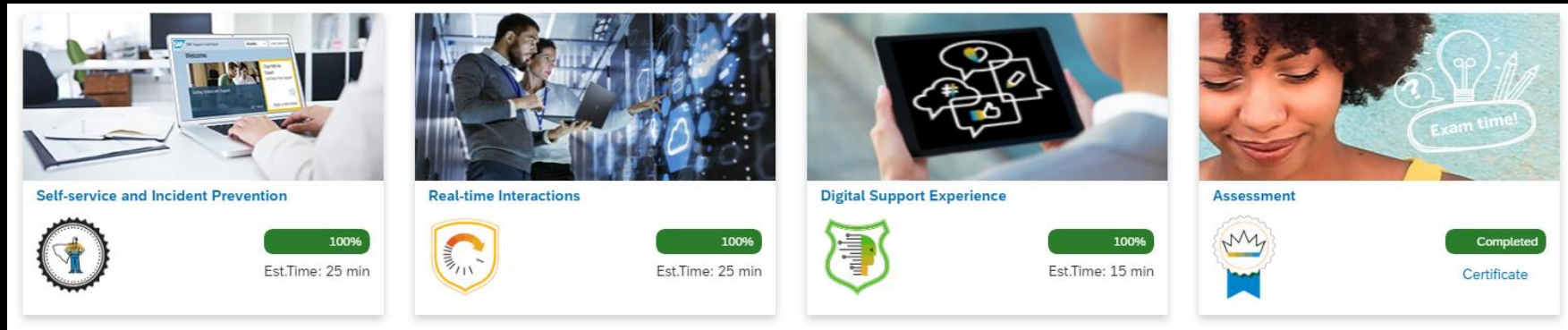
After completion you receive:

Certificate

SAP SE Badge

Updates and reminders – Register for free annual udpates

Live Demo

Appendix

More information on SAP Support and the Next-Generation Support approach

Next-Generation Support

SAP Support Portal | Next-Generation Support landing page (SAP Support Portal)

Press release and analyst guidance

Article: SAP Personalizes Support and Services for the Intelligent Enterprise (SAP News Center)

Press Release: Next-Generation Support from SAP Leverages Machine Learning and AI to Improve Customer Experience (SAP News Center)

Article: Your Customer Support Experience Is Your Brand (SAP News Center)

Article: The Ingredients of an Award-Winning Support Experience (SAP News Center)

Article: Live Business Needs Live Support: SAP Support is Award Winning, (SAP News Center)

Article: Award-winning SAP Support Portal and Next-Generation Support services, Interview with Andreas Heckmann, Head of Support Delivery (SAP News Center)

Press Release: SAP Brings Built-In Support to SAP S/4HANA Cloud (SAP News Center)

Press Release: Next-Generation Support Expansion (SAP News Center)

Blogs

Article: Intelligent Swarming: How Collaboration Can Enhance Customer Service (SAP News Center)

Article: The Xs and Os of a Next-Generation Support Experience (SAP News Center)

Article: Are Traditional Management Models Evaporating? (SAP News Center)

Article: Bringing B2C Principles to B2B Services and Support (SAP News Center)

Article: The Future of Support Services – Get Ready for an Automation Storm (SAPInsider)

Article: How does SAP support work for hybrid platforms in the digital age? (SAP Community)

Blog: Bringing Choice Beyond the Commute Through SAP's Omni-Channel Support (LinkedIn)

Blog: Roadside Assistance for Your Digital Transformation (LinkedIn)

Blog: Vision and Strategy (LinkedIn)

Blog: The Future of Support (Digitalist)

Blog: Next-Generation Support (SAP News Center)

Blog: Next-Generation Support (LinkedIn)

Blog: When support tickets can talk (LinkedIn)

Blog: Start your Engines! Next-Generation Support for your Intelligent Enterprise Journey (LinkedIn)

Podcast: SAP Customer Support Podcast (SAP Community) | Building support into the product (iTunes)

Video resources

Video DSAG Annual Conference 2019 keynote – Next-Generation Support at 53:17 (German)

Videos from SAPPHIRE NOW 2019

   SAPPHIRE NOW 2019 update from Andreas Heckmann: Learn about SAP's new approach to customer success

   Head of Product Support Mohammed Ajouz: Enable Business Outcomes and Run Smoothly with Support from SAP

   Interview - SAP Mentor Ethan Jewett and Andreas Heckmann: Ongoing End-to-End Customer Success Services from SAP

   Interview - SAP Mentor Chris Kernaghan and Mohammed Ajouz: The Next Generation of Support

Video from SAP TechEd Barcelona 2019: Interview with SAP Mentor Tom Cenens and Bernhard Luecke: Next-Generation Support Channels: What's new and what will be next?

More information on SAP Support and the Next-Generation Support approach

Webinars
Replay: Next-Generation Support: Overview Session

Incident Prevention and Self-Service
Blog: Getting Support Your Way: Self-Service (LinkedIn)
Blog: Self-Service Machine Translation for SAP Notes and Knowledge Base Articles in the SAP ONE Support Launchpad (SAP Community)
Video: Guided Answers
Video: Cloud Availability Center for SAP SuccessFactors Solutions
Video: SAP Cloud Trust Center

SAP ONE Support Launchpad
Article: Revolutionizing Web-Based Interactions with SAP Services and Support (SAP News Center)
Article: How Optimized Incident Creation Helps Improve the Customer Support Experience (SAP News Center)
Blog: Tips and Tricks for SAP ONE Support Launchpad (SAP Community)
Blog: How to manage your launchpad notifications settings (SAP Community)
Blog: Improved incident creation – try SAP's new support assistant (SAP Community)
Video: SAP ONE Support Launchpad
Video: Optimized Incident Creation
Video: SMS Notifications for SAP ONE Support Launchpad
Webinar: SAP ONE Support Launchpad – Overview and How to Get Started
Webinar: Optimized Incident Creation

Social media
SAP Support Help on Twitter
Video series on YouTube

Schedule an Expert
Schedule an Expert landing page (SAP Support Portal)
Blog: How to "Schedule an Expert" in a live session for your SAP solution (SAP Community)
Video: Schedule an Expert
Video: Schedule an Expert for open incidents
Webinar: Overview Product Support Real-Time Channels
Webinar: Benefit from Real-Time Conversation with an SAP Expert

Expert Chat
Expert Chat landing page (SAP Support Portal)
Blog: Expert Chat (LinkedIn)
Blog: Live Expert Chat Services (LinkedIn; Digitalist)
Blog: Real-Time Support (LinkedIn)
Video: Expert Chat

Press release and analyst guidance:
Expert Chat (press release)
Expert Chat in Gartner Note (press release)
Webinar: Use Expert Chat to Solve Your Technical Problems

More information on SAP Support and the Next-Generation Support approach

Schedule a Manager

Schedule a Manager landing page (SAP Support Portal)

Blog: How to "Schedule a Manager" for a 15-min. phone call (SAP Community)

Webinar: Schedule a Manager real-time support channel

Ask an Expert Peer

Ask an Expert Peer (SAP Support Portal)

Video: Ask an Expert Peer

Blog: Crowdsourcing Customer Service: How Ask an Expert Peer is Changing Real-Time Support

Webinar: New Product Support Channel: 'Ask an Expert Peer' for SAP SuccessFactors

AI and Machine Learning

Incident Solution Matching landing page (SAP Support Portal)

Video: Incident Solution Matching

Article: What's in Store for 2020 with Machine Learning in Support (SAP News Center)

Article: The Journey to Autonomous Support Through AI (SAP News Center)

Article: AI and Machine Learning Drive Automation in Product Support (SAP News Center)

Article: Enter the Next Level of Customer Support Experience with AI Technology (SAP News Center)

Article: Customer Convenience through Service Automation (SAP News Center)

Blog: AI-Powered Support: A Guiding Light for Simplified Support (LinkedIn)

Blog: SAP launches an AI enabled incident wizard in SAP ONE Support Launchpad (SAP Community)

Webinar: Incident Solution Matching – Enabled by Artificial Intelligence

Webinar: SAP's use of AI in incident management processes

Videos from SAP TechEd Las Vegas 2019

    Wieland Schreiner: Achieve End-to-End Customer Success for Your Intelligent Enterprise

    Interview with SAP Mentor Tammy Powlas and Mohammed Ajouz: The Future of Support - Get Ready for the Automation Storm

Built-in support

Built-in support landing page (SAP Support Portal)

Article: The Built-In Support Effect: Redefining Care For The User Experience (Digitalist)

Blog: Making support smart – built-in support using AI / machine learning (LinkedIn)

Article: The Built-In Support Effect For An Integrated, Intelligent User Experience (Digitalist)

Webinar: SAP's Built-In Support

Traditional incident management – reinvented
SAP ONE Support Launchpad as central entrance point: user interface and video

1 Support application **launchpad** as central entry point

2 Groups and tiles are personalized based on **user profiles**

3 **Helping information and tasks** are displayed directly on the tile

4 **Search** for knowledge documents and business objects relevant to the user

Link to video:
https://youtu.be/9RutFZ1Qoag

One single access point to SAP support services

SAP Support Portal / SAP ONE Support Launchpad

CALL-1-SAP
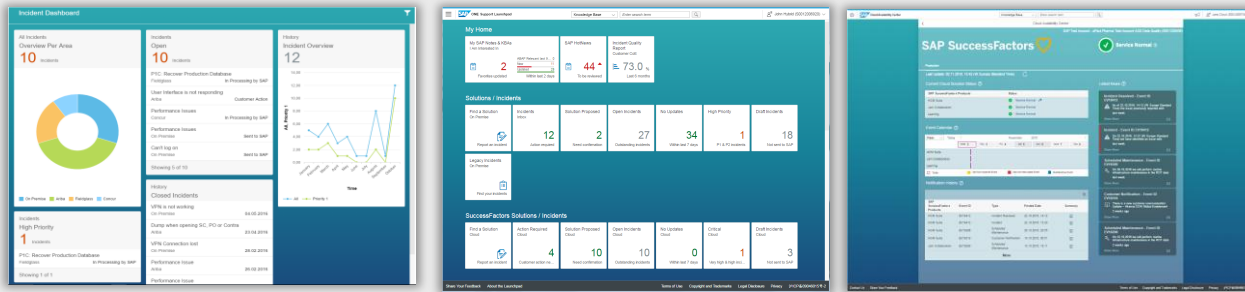
✓ Single entry point for help on most SAP solutions including on-premise and cloud solutions (for example, SAP SuccessFactors solutions, SAP HANA Enterprise Cloud)

✓ Consistent user experience for administrators who manage both cloud and on-premise solutions

✓ Incident dashboard in SAP ONE Support Launchpad for creation and transparency on incidents for first set of essential SAP Cloud solutions

✓ Cloud Availability Center for transparency on cloud services (status, availability, events, notifications; starting with SAP SuccessFactors solutions)
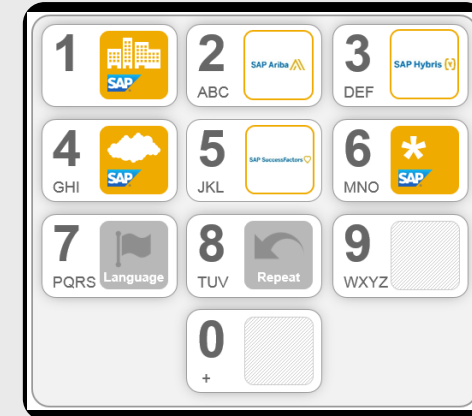
✓ Universal free-phone number for contacting SAP support services

✓ Access to service menu to select a specific product area you require, now including SAP Ariba, Concur, and SAP Fieldglass solutions

✓ Toll-free number accessible in most countries through landline phones and some mobile providers

How we interact with our customers
SAP Community

SAP Community is SAP's professional social network. No-one is faster than all of us.

- Comprises several collaborative communities

- Discussion forums, blogs, and videos

- Quick access to expert advice: Access knowledge and get answers to how-to and consulting questions from the SAP forums
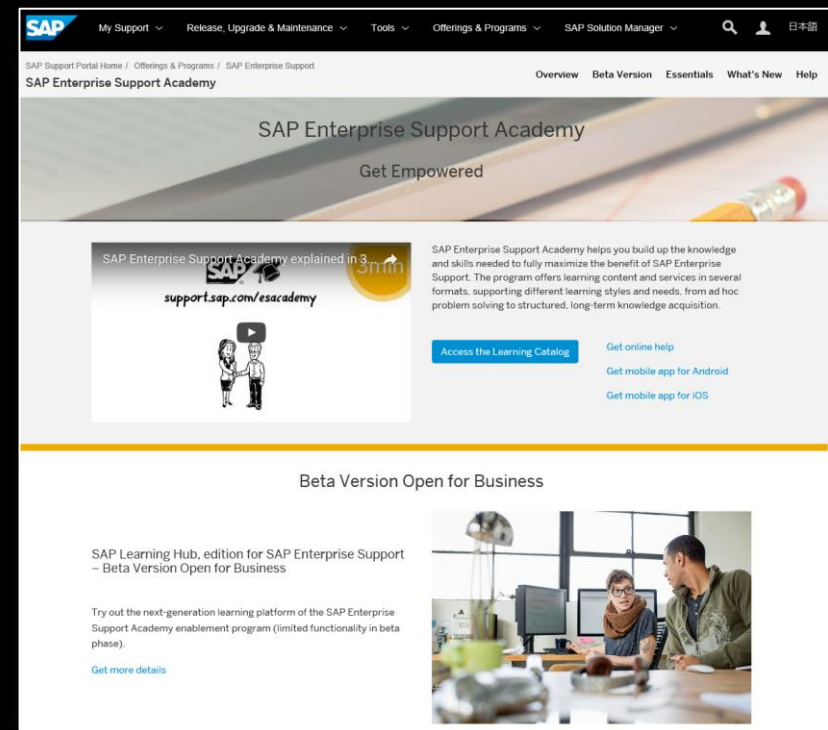
- Access the community: http://go.sap.com/community.html
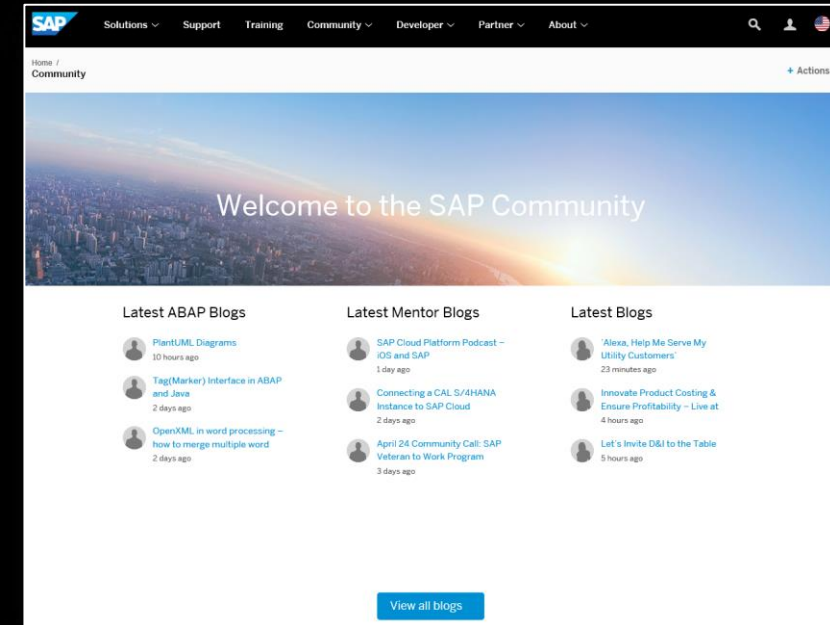
How we interact with our customers
SAP Enterprise Support Academy

Build knowledge and skills and learn from experts.

- Helps you build up the knowledge and skills needed to fully maximize the benefit of SAP Enterprise Support

- Learning content and services in several formats, supporting different learning styles and needs, from ad hoc problem solving to structured, long-term knowledge acquisition

- Accelerated innovation enablement, best practices, expert-guided implementations, guided self-services, meet the expert, quick IQs

- https://support.sap.com/support-programs-services/offerings/enterprise-support/academy.html

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