LCX Enterprise Support Services Bundles for COVID-19
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SAP Enterprise Support
The foundation for customer success

Proactive and preventive support

Collaboration   Empowerment   Innovation and value realization   Mission-critical support

SAP Enterprise Support
The foundation for customer success
Seamless consumption of innovation | Fast value realization | Business outcomes | End-to-end optimization

Intelligent enterprise

Cloud   Digital core   Breakthrough innovations

Across all deployment options
Empowerment

Through the SAP Enterprise Support Academy program we help you build competency and expand your skills easily.

- Get empowered through extensive learning and education elements of the SAP Enterprise Support Academy
- Easily access learning content and services via the new SAP Learning Hub platform
- Leverage expert content in various delivery formats and levels of detail
- Making sure you address and cover the right skills gap
- Learn how to run your software solution at peak performance
- Get your organization ready for innovation and accelerate innovation throughout the company

“I need to make sure that both, business and IT, have the right knowledge and skills.”
GETTING STARTED with Empowerment
SAP Enterprise Support Academy – SAP Learning Hub & Newsletter

Tap into SAP Support expertise fueled by the award-winning SAP Enterprise Support Academy program to succeed in achieving your business outcomes, while boosting proficiency and fostering continuous innovation.

Increased speed in integrating digital projects and developing digital capabilities and skills within your project

Access our engaging learning environment that is intuitive, social, collaborative, and reactive to your unique learning needs. We utilize SAP Learning Hub, edition for SAP Enterprise Support to bring you high-impact knowledge transfer services.

- Accelerate your learning with prescriptive and social-driven guidance, with a customizable learning plan.
- Registration via S-User may be required to authenticate yourself in order to consume the learning material.

Stay informed about the wide range of services and educational content offered by subscribing to the SAP Enterprise Support Academy update.

Additional Information

- SAP Enterprise Support Academy
- Sign up for access
- Topics to contact CIC (S-User request)
- SAP Enterprise Support Value Maps
- Subscribe for the newsletter

Video

- How to sign up
- How to search in SAP Learning Hub
GETTING STARTED with Empowerment
SAP Enterprise Support Academy – Delivery Formats

- Value maps
- Accelerated innovation enablement
- Expert-guided Implementations
- Meet-the-Expert sessions/recordings
- Tutorials
- Videos
- Continuous quality check and improvement services
- Guided self-services
- Programs
- Best practices
- Collections

Visit us on SAP Support Portal at SAP Enterprise Support Academy

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GETTING STARTED with Empowerment
Continuous Quality Checks (CQC)

SAP Continuous Quality Checks

- SAP CQC Business Process Improvement
- SAP CQC Business Process Performance Optimization
- SAP CQC Data Volume Management
- SAP CQC DVM Potential Evaluation
- SAP CQC DVM Expert Analysis
- SAP CQC Downtime Assessment
- SAP CQC EarlyWatch Check
- SAP CQC Going Live Support
- SAP CQC For Implementation
- SAP CQC Interface Management
- SAP CQC OS/DB Migration Check
- SAP CQC Security Optimization Check
- SAP CQC Technical Performance Optimization
- SAP CQC For Upgrade
- SAP CQC Upgrade Assessment

SAP Support Portal
- SAP Enterprise Support Delivery (CQCs & Improvement Services)
- Remote Support

SAP Note
- Central preparatory note (91488)
  - Open a customer incident on component “SV-BO-REQ” to request a remote service
  - Contact your SAP Enterprise Support advisory to get a tailored service plan
Collaboration

As part of SAP Enterprise Support you have access to multiple collaborative resources, that have a defining impact on your success.

- Leverage expert access through collaborative social communities
- Get in touch with SAP experts 24x7, e.g. via the SAP ONE Support Launchpad
- Benefit from targeted reports and analyses
- Rely on functional and technical expertise on key areas
- Benefit from advice on the right support deliverables and assets
- Get help to drive innovations

Further information on how to enable the Intelligent Enterprise with SAP Enterprise Support can be found within this brochure
GETTING STARTED with Collaboration
SAP Enterprise Support – Next Generation Value Maps

Prescriptive Approach
Structured content enables guidance, simplification, and acceleration of support offerings consumption across the whole lifecycle.

Empowerment
New interactive learning formats and integrated tools – including gamification, social media-based interactions, and progress tracking provide fast and engaging empowerment.

Social Collaboration
Social learning forums allows users to get guidance and exchange ideas, skills, and best practices with SAP Experts and their peers.

Expert Access
Expert-led sessions and collaboration give users a direct channel to proven and relevant advice, best practices, business insight, and technology know-how.

>> Sign up to available Value Maps
GETTING STARTED with Collaboration
SAP Enterprise Support – Next Generation Value Maps

Request access to the SAP Learning Hub to access the SAP Enterprise Support Value Maps

Access the SAP Enterprise Support Value Maps using your login details
Service Bundles for COVID-19
SAP Enterprise Support: Service Bundles for COVID-19

At SAP, we believe a proactive approach is the best prevention to avoid a crisis. With this in mind, we bundled several SAP Support services already included in your SAP Enterprise Agreement. Designed to be delivered quickly, with immediate impact, these bundles have been specifically constructed to help you with various COVID-19 challenges, including:

**Business Continuity**
Focuses on overall health of your SAP System and/or potential technical disruption due to high volumes and possible system instability.

**Business Process and IT Process**
Recommended if you experience unprecedented peak load on certain areas of your business and you want all your processes up and running.

**Finance Optimization**
Takes a special focus on your financial and liquidity information to mitigate potential financial exposure.

**Security, compliance and data protection**
Focuses on security, compliance gaps or protection of your data.

Want more information? Visit our COVID-19 bundle Website

Additional questions and how to order:
If your area of concern is not listed above, or you need additional assistance, please do not hesitate to contact our Customer Interaction Center. We are available 24 hours a day, 7 days a week, 365 days a year. You can access the SAP CIC from the SAP Support Portal or through the SAP One Support Launchpad or through the links below for direct access:

- Chat with CIC
- Call CIC
- E-mail CIC
SAP Supports Your Business Continuity During COVID-19

During this exceptional situation, your organization may experience a peak of activities; you may be concerned regarding overall health of your SAP System and/or potential technical disruption due to high volumes and possible system instability.

At SAP, we believe a proactive approach is the best prevention to avoid a crisis. With this in mind, we bundled several SAP Support offerings already included in your SAP Enterprise Agreement* to optimize your business performance and ensure business continuity.

Symptoms:
- Recent performance peaks
- Increased volume, load or transaction times
- Unusual CPU/Memory bottlenecks
- Unusual trends in SAP EarlyWatch Alerts business key figures section

This bundle targets:
- Mitigation of business risks and disruption
- Support to maintain continuity of essential business processes and IT operations
- Supply chain security and order fulfillment

1. Optimize, prevent and protect.
Leverage and use the services included in your SAP Enterprise Support agreement to improve the situation:

1. Start with a Continuous Quality Check EarlyWatch Check service if you need help analyzing components of your SAP Systems. This will help identify deeper dive areas and potential value added Continuous Quality Checks
2. Understand and monitor current status of your core business processes using SAP Solution Manager tools*
3. Learn to create your own Data Volume Management analysis report to monitor increased volume and analyse your Data Volume Management strategies.
4. If your triggers point to overall system performance degradation, follow the recommendations at Business Process Performance

2. Develop a tailored strategy.
Collaborate with SAP experts to improve your business processes. For this, click on the blue Sign up button below to join our SAP Enterprise Support Value Maps* – an empowerment and support program which will guide you through the knowledge, skills, and services needed to address your business challenges.

Explore Available Value Maps section to find the topic area that best fits your needs. Request a Call feature to interact with SAP experts to help you get started.

Sign up

*It is necessary to have an S-User and to be registered to the SAP Learning Hub to access this content.
SAP Supports Your Business Process and IT Performance During COVID-19

During this exceptional situation, your organization may experience an unprecedented peak load on certain areas of your business and you want all your processes up and running.

At SAP, we believe a proactive approach is the best prevention to avoid a crisis. With this in mind, we bundled several SAP Support offerings already included in your SAP Enterprise Agreement* to minimize disruptions in business processes through performance issues.

Symptoms:
- Analyze performance peaks and increased transaction usage based on COVID-19 situation
- Load increase, change of transaction times and CPU/Memory bottlenecks
- Increase number in incidents regarding performance problems

This bundle targets:
- Minimize disruptions in business processes through performance issues
- Ensure system availability for current situation and needs
- Stabilize solutions integration with technical and functional integrity and optimal performance

1. Optimize, prevent and protect.
   Leverage and use the services included in your SAP Enterprise Support agreement to improve the situation:
   1. Start with a Continuous Quality Check EarlyWatch Check service if you need help analyzing components of your SAP Systems. This will help identify deeper dive areas and potential value added Continuous Quality Checks.
   2. To address performance concerns with a specific core business process, consider using the SAP Continuous Quality Check Business Process Performance Optimization. You can learn more about the service here. You may also Contact SAP to inquire if this service is applicable for your situation and current concerns.
   3. If you have spotted concerns around optimization of the throughput on the database, consider using the Continuous Quality Check Technical Performance Optimization. You may also Contact SAP to inquire if this is applicable for your situation.

2. Develop a tailored strategy.
   Collaborate with SAP experts to improve your business processes. Click on the blue Sign up button below to join our SAP Enterprise Support Value Maps* – an empowerment and support program which will guide you through the knowledge, skills, and services needed to address your business challenges.

   Explore the Available Value Maps section to find the topic area that best fits your needs. Request a Call feature to interact with SAP experts to help you get started.

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During this exceptional situation, your organization may want to take a special focus on your financial and liquidity information to mitigate potential financial exposure.

At SAP, we believe a proactive approach is the best prevention to avoid a crisis. With this in mind, we bundled several SAP Support offerings already included in your SAP Enterprise Agreement* to help optimize business effectiveness and maximize the value of investment.

This bundle targets:

- Gaining transparency regarding liquidity (e.g. key finance data)
- Increases transparency on cost of business value drivers
- Accelerate the period end closing process
- Prevent potential financial losses by improving finance throughput and reducing backlog

1. **Optimize, prevent and protect.**

   Leverage and use the services included in your SAP Enterprise Support agreement to improve the situation:

   1. **Analyze SAP EarlyWatch Alert** with a focus on the key business figures chapter. If you do not have the key business figures chapter activated, please request as a Pathfinder report via [www.sap.com/pathfinder](http://www.sap.com/pathfinder).
   2. **Learn more about Business Operations Savings Focused Continuous Quality Check Business Process Improvement** aimed on costs reduction in finance, sourcing/procurement, sales, manufacturing and supply chain.
   3. Join the Business Process Improvement value map in step 3 to learn more and develop a long term strategy.

2. **Develop a tailored strategy.**

   Collaborate with SAP experts to improve your business processes. Click on the blue Sign up button below to join our SAP Enterprise Support Value Maps* – an empowerment and support program which will guide you through the knowledge, skills, and services needed to address your business challenges.

   Explore the Available Value Maps section to find the topic area that best fits your needs. Request a Call feature to interact with SAP experts to help you get started.

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During this exceptional situation, your organization may experience a peak of activities; you may be concerned with the security, compliance gaps or protection of your data.

At SAP, we believe a proactive approach is the best prevention to avoid a crisis. With this in mind, we bundled several SAP Support offerings already included in your SAP Enterprise Agreement* to help run a secured and compliant SAP software landscape.

1. **Optimize, prevent and protect.**
   
   Leverage and use the services included in your SAP Enterprise Support agreement to improve the situation:
   1. Analyze the SAP EarlyWatch Alert with a focus on the Security chapter
   2. Learn more about the Continuous Quality Check Security Optimization service to check the security of your SAP System. You may also Contact SAP to inquire if this is applicable for your situation.
   3. Learn how SAP helps customers to be GDPR-compliant.
   4. Join the SAP Enterprise Support Security value map in Step 3 to stay up-to-date on the topic

2. **Develop a tailored strategy.**

   Collaborate with SAP experts to improve your business processes. Click on the blue Sign up button below to join our SAP Enterprise Support Value Maps – an empowerment and support program which will guide you through the knowledge, skills, and services needed to address your business challenges.

   Explore the Available Value Maps section to find the Security Value Map. Use Request a Call feature to interact with SAP experts to help you get started.

   *It is necessary to have an S-User and to be registered to the SAP Learning Hub to access this content.*
Thank you.