SAP Enterprise Support reporting cockpit
for SAP User Group (focus: on-premise integration)

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June, 2020

PUBLIC

THE BEST RUN **SAP**

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Agenda

Introduction of SAP Enterprise Support reporting strategy and new tool SAP Enterprise Support reporting cockpit

SAP ES reporting cockpit demo

- Short introduction of cloud content available for customers in SAP ONE Support Launchpad

- Demo of planned on-premise content (available only internally at the moment)

- Introduction of personalization features, customizing, filter, variante, print

How to get access and how to stay informed

Road Map - what is planned next

Your feedback: questions in polls

Questions & Answers

SAP Enterprise Support reporting cockpit – Overview

Enterprise Support Reporting Cockpit Cloud

7
Days ago accessed

Live in SAP ONE Support Launchpad with cloud content

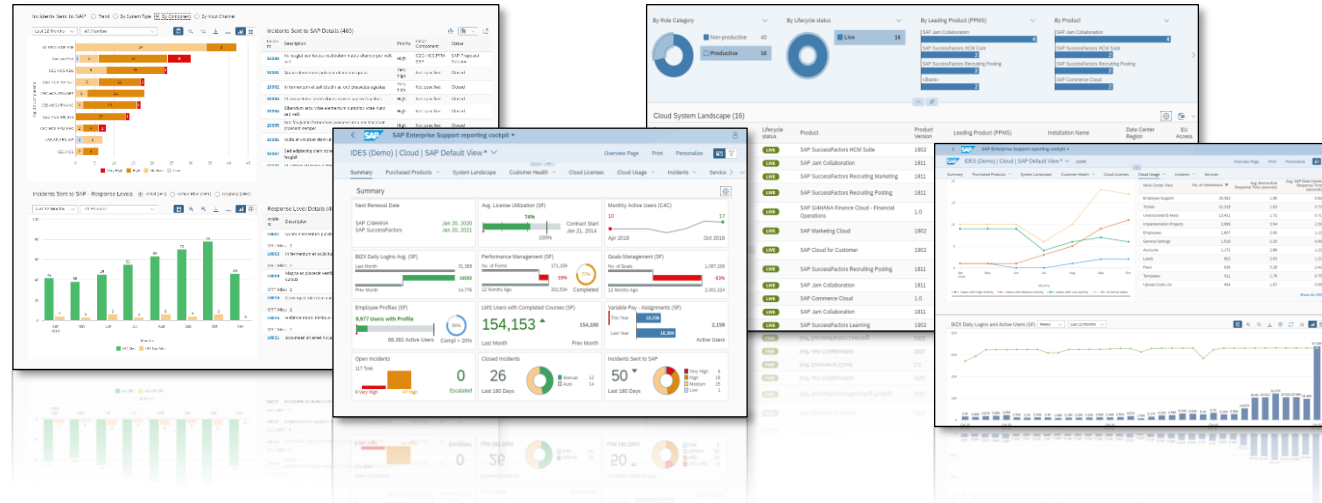Enterprise Support report *(on-premise und cloud)*

~21,000
Total reports generated in 2019

NEW SAP ENTERPRISE SUPPORT REPORTING COCKPIT

SAP Digital Business Services

ES reporting cockpit internal version

Customer

External version in SAP One Support Launchpad

Customizable and personalized

One data source, internal and external, with 2 years history

One tool for many major solutions

Interactive tool connected to other apps

ES reporting cockpit – new content released with the Wave 4 (✓ live for customers)

| LOB / Solution	SAP Success Factors	SAP Customer Experiences	SAP S/4HANA	SAP Business ByDesign	SAP Integrated Business Planning (IBP)	SAP Cloud Platform (SCP)
Purchased solutions	✓	✓	✓	✓	✓	✓
License Compliance	✓	✓	✓	✓	✓	✓
Contracts and orders	✓	✓	✓	✓	✓	✓
Usage (active users)	✓	✓ For C4C ony	✓	✓	✓	–
Systems	✓	✓	✓	✓	✓	✓
Incidents	✓	✓	✓	✓	✓	✓
Availability	✓	✓	✓	✓	✓	✓

SAP Enterprise Support reporting cockpit – on-premise content (✓) in realization in the internal version.
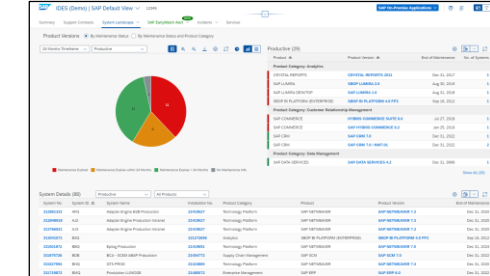
Summary ✓
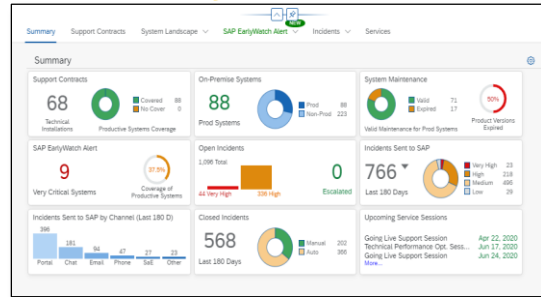
Overview on most important KPIs from each data section

Support Contracts ✓
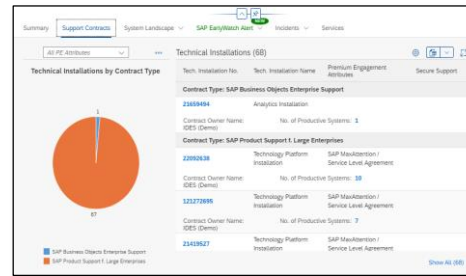
All valid basic and additional support contracts with relevant products and systems
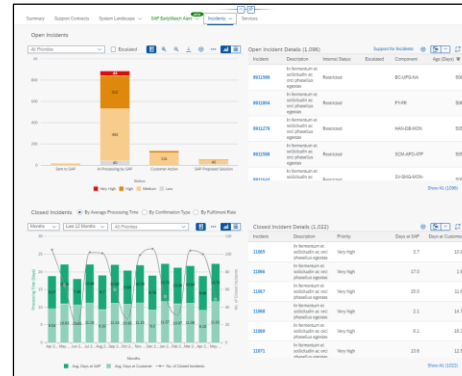
System Landscape ✓

All production and non production systems with their products and maintenance status
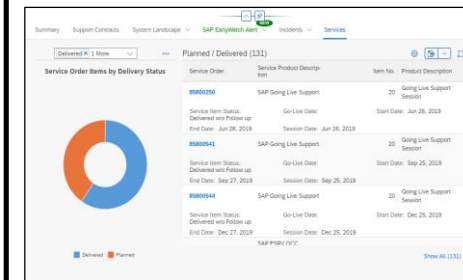
EWA Overview

Most important summarized EWA KPIs with history with navigation to EWA WS for details

Incidents ✓

14 different statistics for open, closed and incoming incidents

Services ✓

Services overview on all services planned or delivered by SAP

Decide which statistics should be shown   Design your Summary   Add/remove fields to/from the tables   Decide on the graph layout
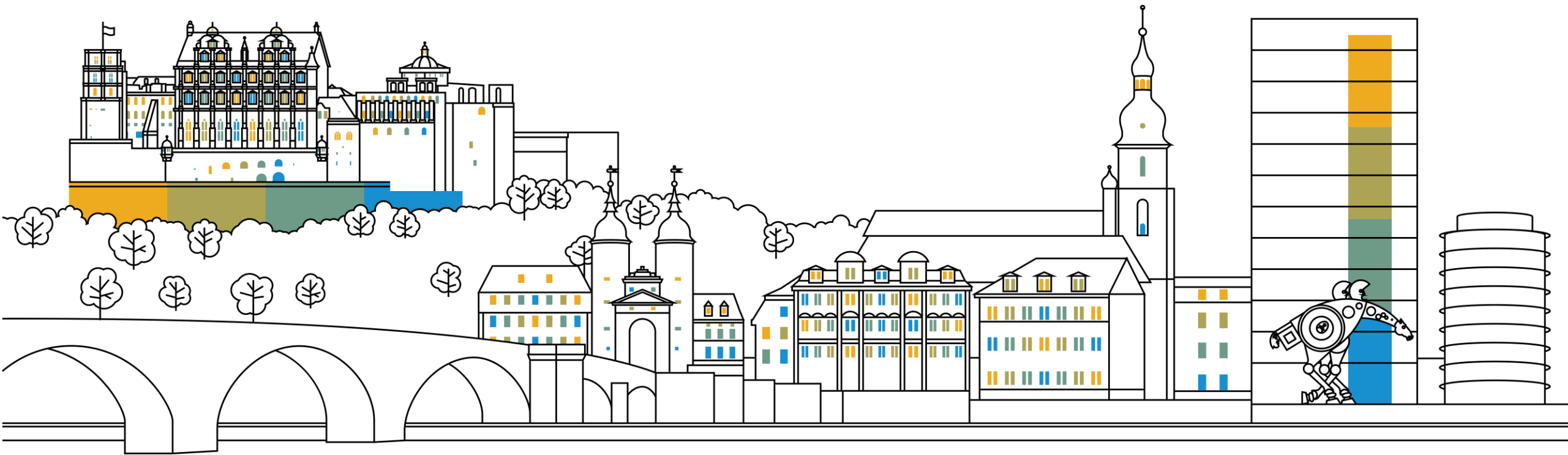
Use the global filter to adjust the content displayed   Specify the content by using individual filters for each statistic   Save and print your own variant
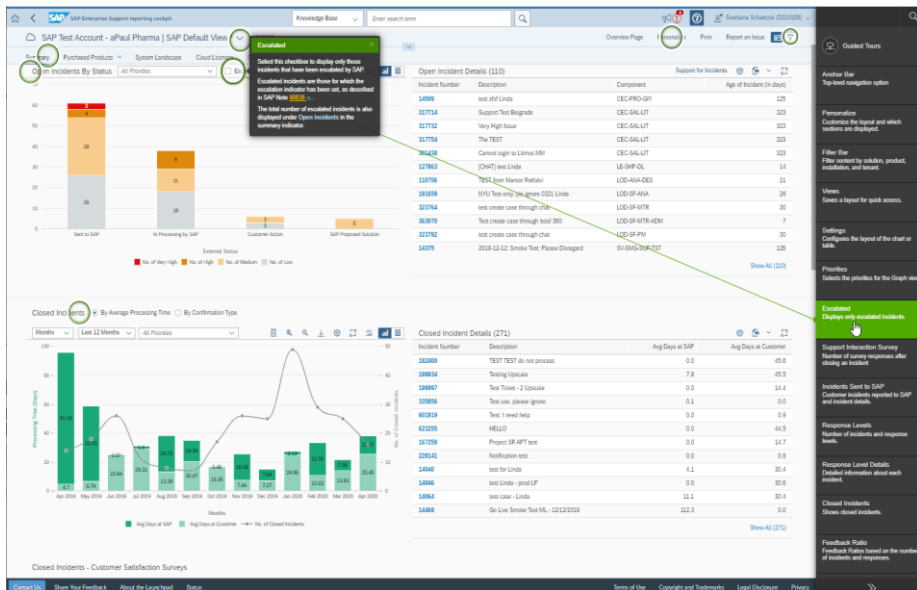
ES Reporting cockpit DEMO

Enterprise Support reporting cockpit – stay informed

- Visit customer portal (short access *support.sap.com/esrc*)

- Read ReleaseNews and customer BLOGS

- Visit the Guided Tour provided in the cockpit documentation

- Meet the expert session in SAP ES Academy „Overview on SAP Enterprise Support reporting cockpit" from June 2020, Recording

- Info sessions published in the SAP Events & DG Calendar (18.06.20 on-premise focus, 29.06.20 – cloud focus)

- Participate in the Release Info Sessions from SAP ONE Support Launchpad

- Provide Feedback using ESRC Inbox sap_enterprise_support_report@sap.com or "Feedback" button in SAP ONE Support Launchpad

- Possible to send a ticket to SAP out of the application by clicking on „Report an Issue"

Enterprise Support reporting cockpit – how to get access (cloud)

Enterprise Support Reporting Cockpit Cloud
7 Days ago accessed

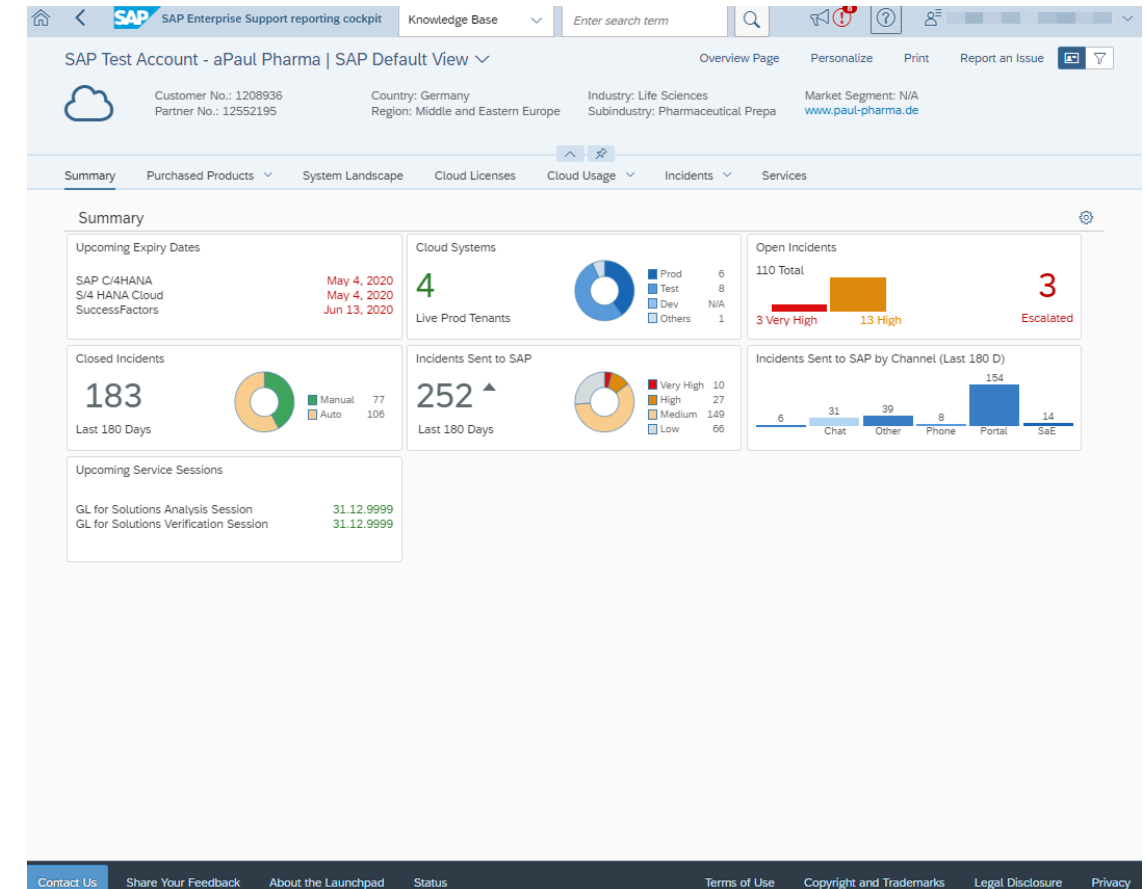## Now ES Reporting cockpit is live for cloud content

ACCESS SAP ES reporting cockpit

Initial authorization provided to your Cloud Admins

- Authorization object *Display SAP Enterprise Support reporting cockpit (ESRCDISP)*.

- For sections "Purchased Products" and "Cloud Licenses" you need the authorization "*Access License Utilization for Cloud*" (*LICAUD_CLO*).

SAP KBAs for access and authorization requirements:

- *2835500 - The new SAP Enterprise Support reporting cockpit*

- *2834499 - How to access the SAP Enterprise Support reporting cockpit*

- Possibility to send a ticket to SAP out of the application by clicking on „Report an Issue"
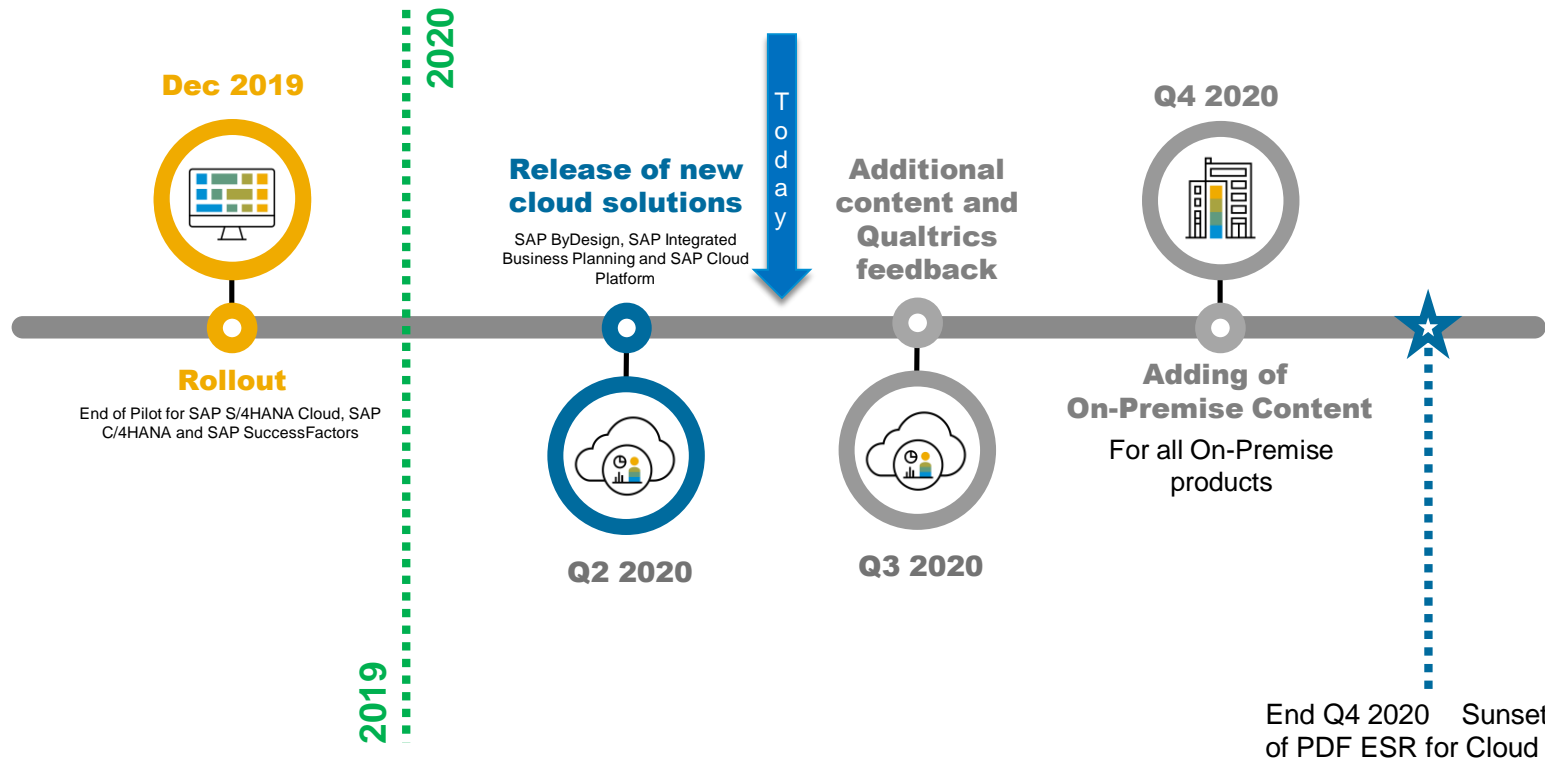
SAP Enterprise Support reporting cockpit – Rollout Roadmap (external version)*

Dec 2019

Rollout
End of Pilot for SAP S/4HANA Cloud, SAP C/4HANA and SAP SuccessFactors

2020

Today

Release of new cloud solutions
SAP ByDesign, SAP Integrated Business Planning and SAP Cloud Platform

Q2 2020

Additional content and Qualtrics feedback

Q3 2020

Q4 2020

Adding of On-Premise Content
For all On-Premise products

2019

End Q4 2020   Sunset of PDF ESR for Cloud

Available since WAVE 4:

- New Landing page with new search help
- New additional solutions SAP ByDesign, SAP IBP, SAP Cloud Platform
- New availability section - valid for all 6 solutions
- New usage statistics for new cloud solutions

Upcoming with WAVE 5:

- New service data section for cloud solutions
- Qualtrics implementation

We are working on:

- New Landing page
- On-premise content integration
- New authorization concept for on-premise cockpit.
- Integration into SAP for Me

Stay informed by visiting sap.support.com/esrc portal and customer community blog

Please feel free to share your input / requirements by using ESRC Inbox sap.esreportingcockpit@sap.com or Feedback in ONE Support Launchpad

* Priority, sequence, and timings are guidelines and are subject to change

QUESTIONS
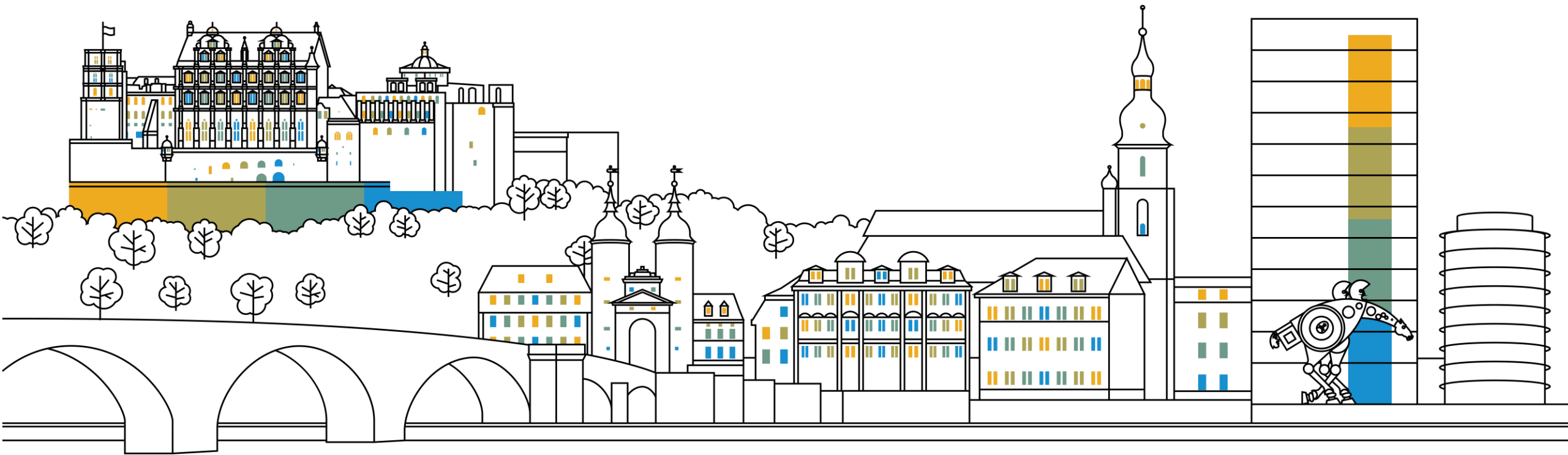
Thank you.

Contact information:

Swetlana Schätzle
Lifetime Customer Experience
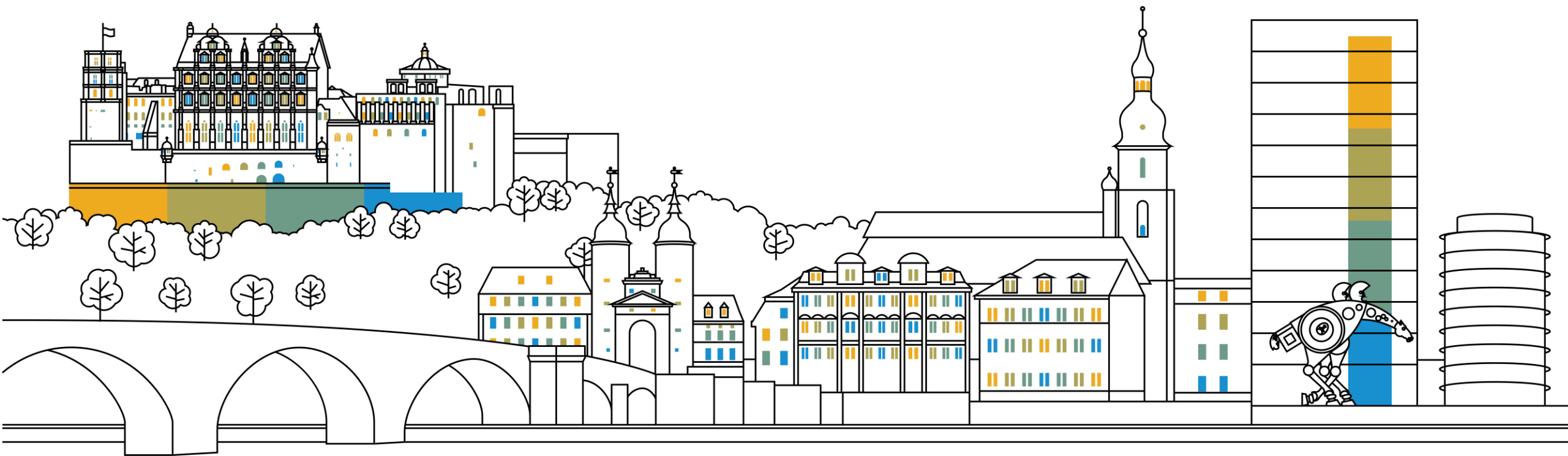Phone +49 6227/ 7-41065

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THE BEST RUN SAP

APPENDIX

Get with ESRC the most intelligent version of your enterprise

Enterprise Support reporting cockpit …

- …provides an interactive, holistic overview of major SAP solutions including technical landscape information, licenses, system usage data and key support data from incidents to support services.

- … combines major cloud solutions and later also on premise Business Suite products into one tool and replaces many different ESR versions. All solutions now can be combined for overall reporting or reported on separately using the filter.

- … is available online

- … is an interactive tool – you can navigate from there to the systems and applications, and drill down to the full details

- … can be easily personalized to show information relevant for different user roles: Business Owners, IT managers or CIOs, customer COE leads, etc.

- … has many customizing features via timeframes, filters and screens to which fields to display.

- … has the internal version and the external version for customers based on the same data base for better collaboration.

- … allows you to print your tailored report.

- … is available within your ES maintenance. No additional costs required.

SAP Enterprise Support reporting cockpit – How to provide feedback

① Internal version: please use ESRC Inbox
sap_enterprise_support_report@sap.com

② External version: please use Feedback Button in SAP ONE Support Launchpad

ESRC is participating in ESAC

Enterprise Support Cross-Topics

How to Contact: esac@sap.com
About SAP Enterprise Support Advisory Council: https://support.sap.com/esac
ESAC Page on SAP Support Portal
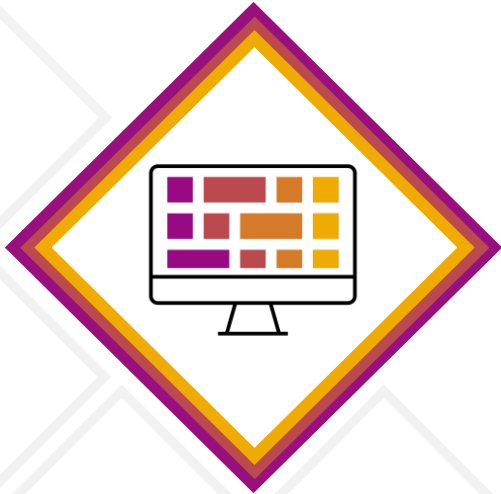ESAC 2020 – Workstream Specific's 2-Min Video on YouTube Playlist

SAP Enterprise Support Reporting Cockpit is participating in ESAC
Enterprise Support Cross-Topics

You can also listen to the video on the YouTube playlist.

STREAM DEFINITION

Why
We help customers to get a holistic customizable overview on their major Enterprise Support cloud solutions using the new automated interactive reporting tool **Enterprise Support reporting cockpit.** It offers flexible interactive reporting capabilities for SuccessFactors, S/4HANA, C/4HANA, including improved and extended content which can be tailored to a customer's needs and interests.

What
Customer will learn how to customize the available content to get a tailored reporting according individual needs Customer will see the new cloud solutions SAP BYD, SAP IBP and SAP SCP and new planned data sections. We will be involved into the planned on-premise integration and can start using this content as pilot

PREREQUISITES

SAP Enterprise Support Engagement with at least two supported cloud solutions (SFSF, C/4HANA, S/4HANA, ByD, SCP, IBP). Up-to-date Chrome browser. S-user with authorization "*Display SAP Enterprise Support reporting cockpit (ESRCDISP)"* on installation level and *Display License* (KBA 2834499). Willingness to work as team, to learn, to try and to provide feedback. Know and using existing pdf based ES reports.

DELIVERABLES

- Enablement to get started with the new online reporting tool and creating individual tailored reporting to get an overview on your SAP solutions. Using the new content for cloud solutions before it will be released to all customers.
- Outlook into the planned on premise integration with opportunity to affect the realization by providing feedback on most beneficial content and required display. The final implementation will be presented at the end to all customers involved.

RESOURCES PROVIDED BY SAP

- SAP team: 1 SAP expert, 1 Focus Advisor
- Direct Access to Subject Matter Experts
- Documentation framework, discussion and help in realization of customer specific reporting requirements within ESRC

- Homework and expertise to help customers complete their ES reporting for the new cloud solutions.
- Access to new on premise ES reporting cockpit and final results

EXPECTED DURATION

Duration may vary based on technical scenario and Customer expertise level, below we present an expectation only:

Best scenario — 6-8 Weeks
Worst scenario — 10-12 Weeks

SAP
Enterprise Support
Advisory Council

Your Benefits in participating in ESRC ESAC work stream

Use the interactive ES reporting cockpit live version already now for your business, and get direct support from SAP in creation of your individual variant

Discuss with us the new content planned to be implemented in 2020 and get advantage of providing your requirements

Get the new developed content before official release

Get education for your uses on this new interactive reporting tool which is going to replace the pdf based SAP Enterprise Support reports.