



SAP Enterprise Support reporting cockpit

Your interactive reporting tool

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PUBLIC



Agenda

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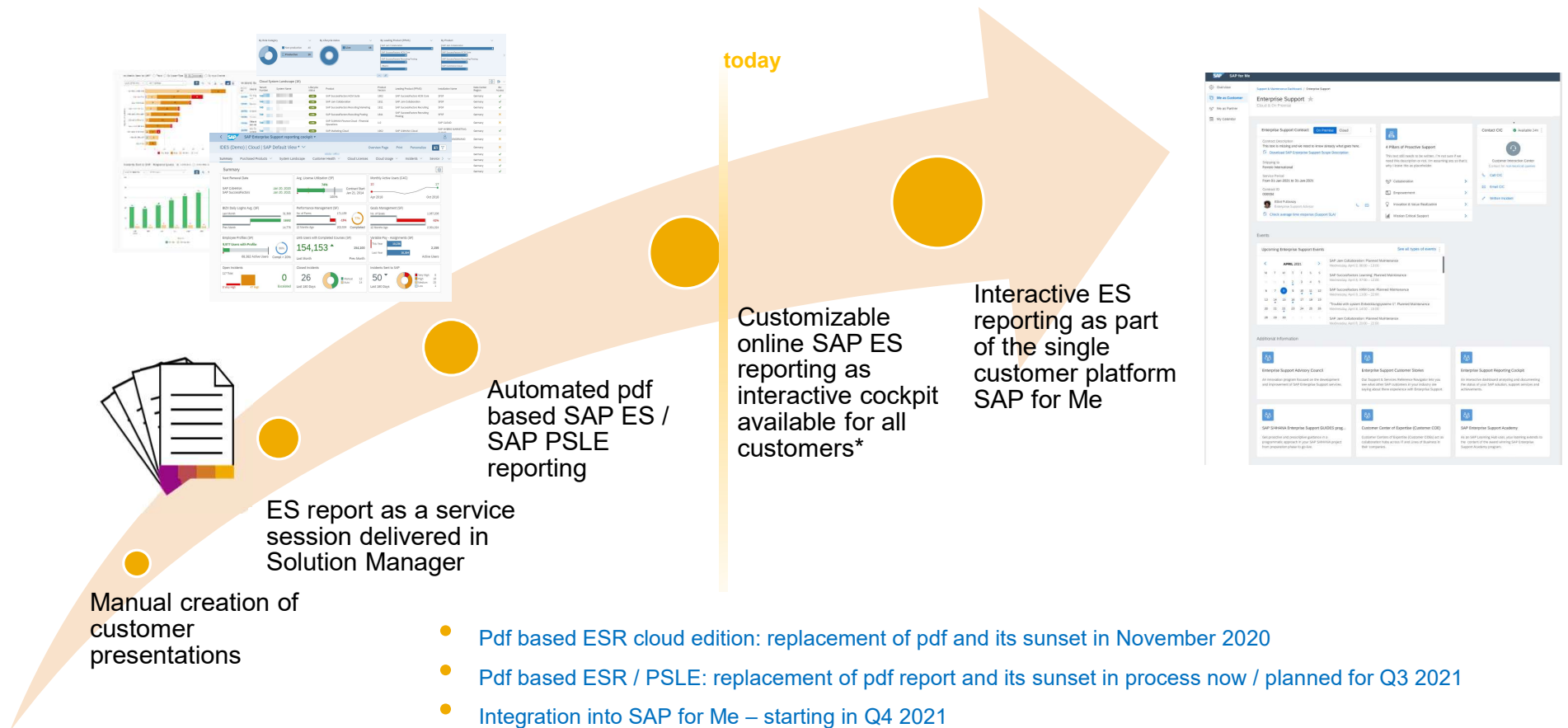
QUESTIONS & ANSWERS



Goal and purpose of SAP ES reporting cockpit



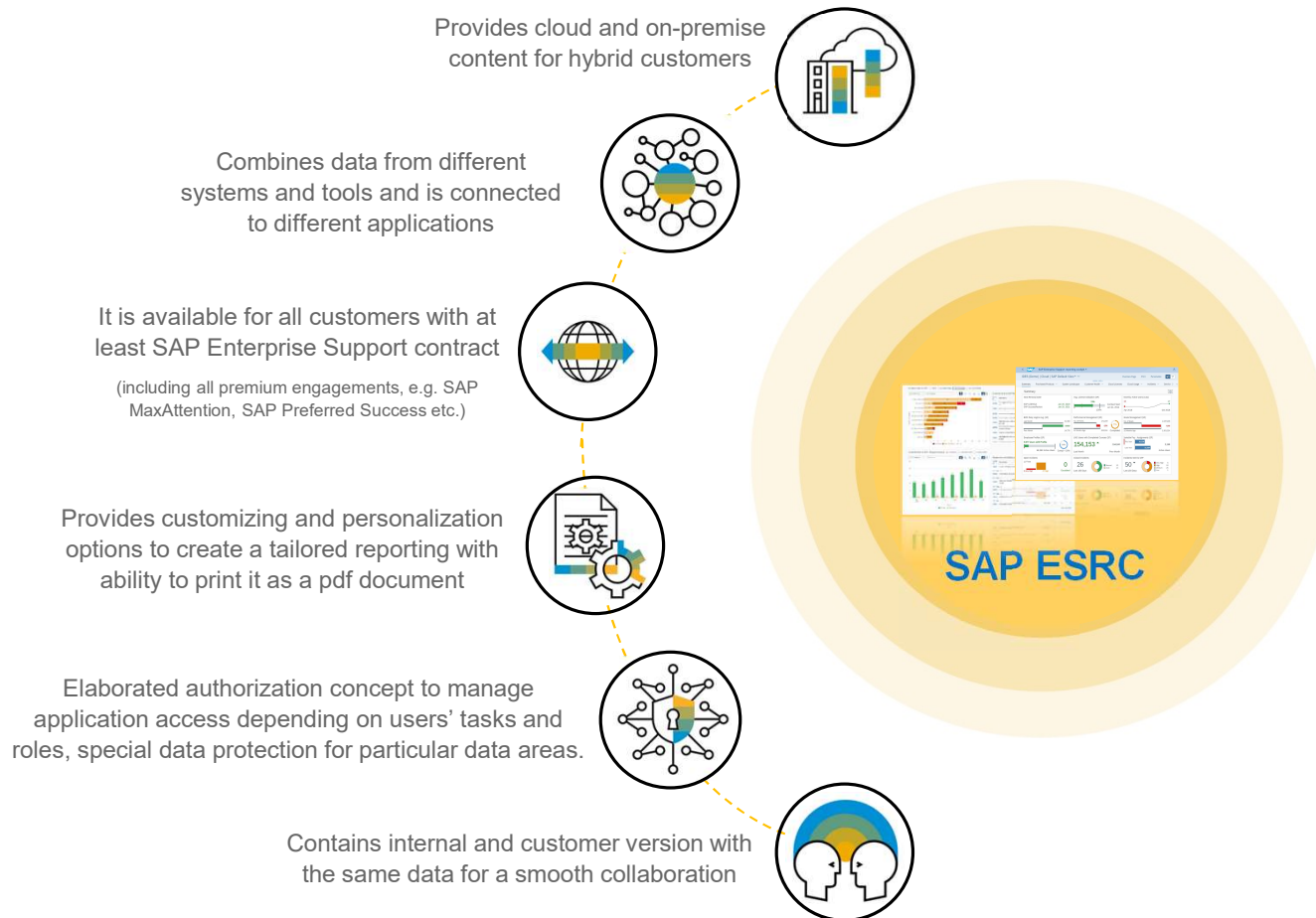
Evolution of SAP Enterprise Support reporting



- Pdf based ESR cloud edition: replacement of pdf and its sunset in November 2020
- Pdf based ESR / PSLE: replacement of pdf report and its sunset in process now / planned for Q3 2021
- Integration into SAP for Me – starting in Q4 2021

* accessible for all customers with SAP Enterprise Support, SAP Product Support for Large Enterprises and for all premium engagements (SAP MaxAttention, SAP Preferred Success etc.).

SAP ES reporting cockpit – Insights & Analytics



Content areas

Support Contracts on-prem

SAP EWA Overview

System Landscape
(on-prem & cloud)

Cloud contracts / renewals

On-Premise Maintenance

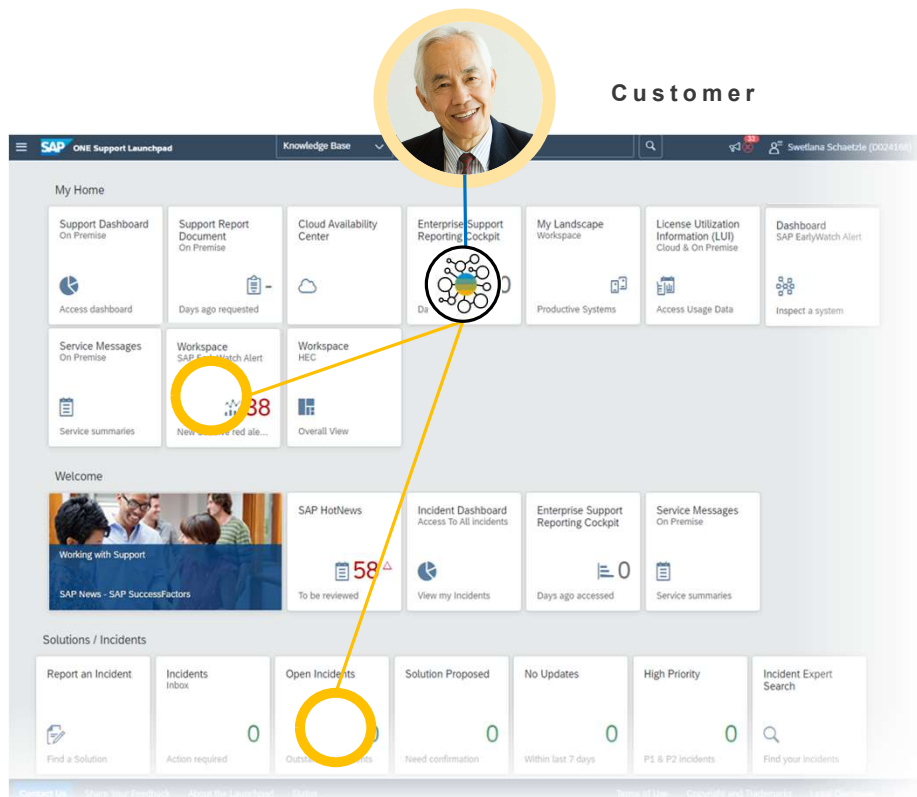
Incidents overview
(on-prem & cloud)

Support Services
(on-prem & cloud)

Cloud licenses utilization

Cloud availability overview

Use Case: interactive cockpit combining data from different systems/tools

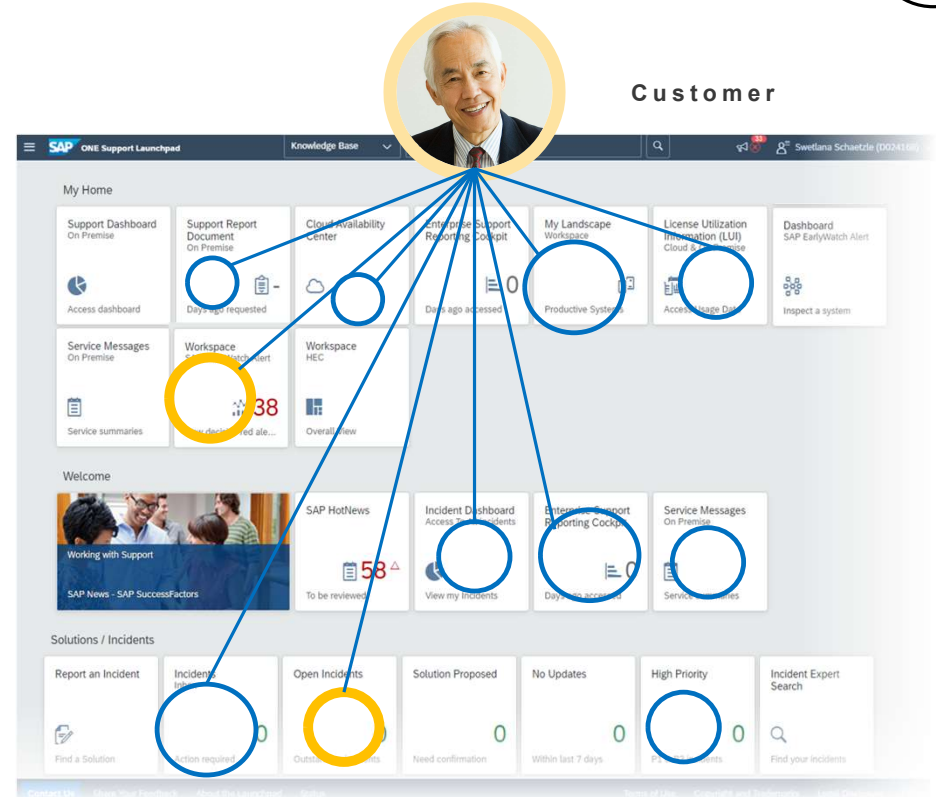


License Utilization Dashboard

My Landscape

Installation Management

Cloud Availability Center



My Incidents/ High Incidents etc.

EWA Workspace

Incidents Quality Dashboard

SAP Enterprise Support reporting cockpit - Available Scope



Analytics
Customer Relationship Management
Content and Collaboration
Data Management
Digital Manufacturing
Enterprise Management
Financial Management
Human Capital Management
Product Lifecycle Management
Supplier Relationship Management
Supply Chain Management
Technology Platform



On-premise
contracts
overview



System
Maintenance



System
Landscape



Support
Services
(on-premise)



Incidents
overview

Purchased
products/
renewals



Cloud
licenses
utilization



Support
Services
(cloud)



System
Landscape



Cloud
availability
overview



Incidents
overview



SAP Customer Experience

Including C4C, Commerce Cloud, Marketing Cloud, SAP Intelligent Sales Execution, SAP Gigya, SAP Callidus

SAP SuccessFactors

Including SFSF, SAP JAM, SAP SF Learning etc.

SAP ByDesign

S/4HANA cloud

Including S/4C, SAP Cloud ALM etc.

SAP Digital Supply Chain

Including SAP IBP, Field Service Management, SAP Asset Intelligent Network, SAP Internet of Things etc.

Platform & Technologies

Including SAP SCP, SAP API, Fiori Cloud, SAP Leonardo, SAP Web IDE, SAP Web Analytics, SAP IoT, SAP Mobile etc.

Which additional areas/ features would you like to improve or which important content was completely missing?



DEMO: SAP ES reporting cockpit





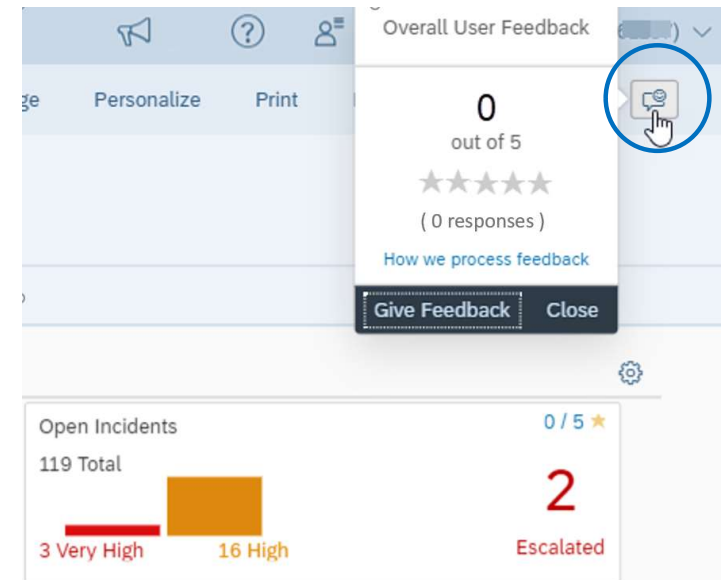
Outlook for SAP ES reporting cockpit



SAP Enterprise Support reporting cockpit – How to provide feedback

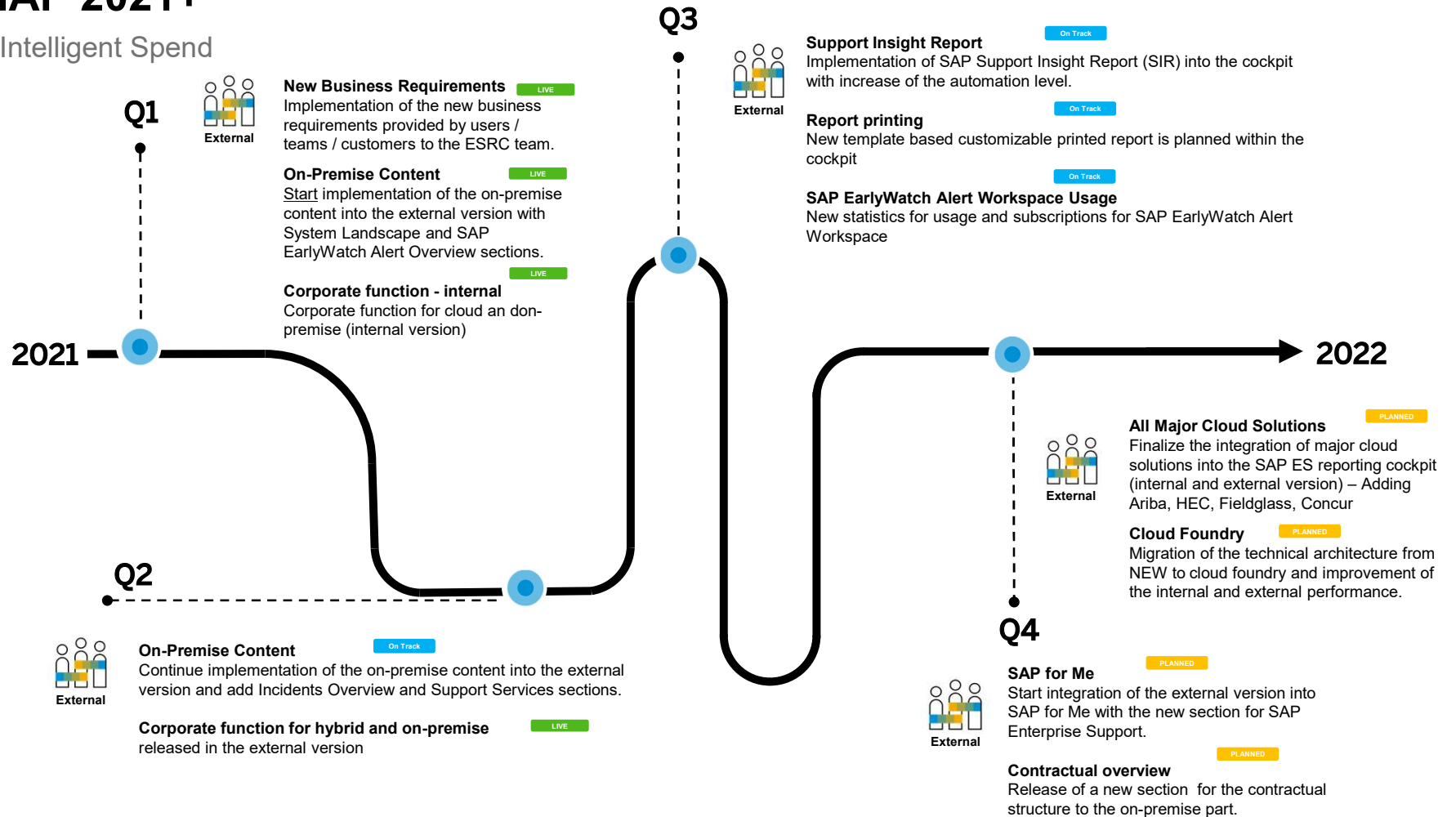


- Your feedback really matters.
Together, we can improve the user experience for everyone. Share with us what you like and what needs to be improved, and we will channel your feedback to the experts for consideration in future releases. You have also call-back option if you agree to explain to us what you'd like to change or what you additionally need.
- All provided feedbacks will be displayed as average star-rating to all users when clicking on the feedback icon.
- Additionally you can find in the portal how your feedback influences the development plans and the new content of ESRC.
- Please find in the [customer blog](#) how easy you can provide feedback using the new feedback option.



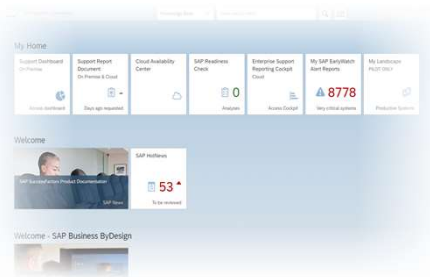
ROADMAP 2021+

People and Intelligent Spend



SAP Enterprise Support reporting cockpit – Integration into SAP for Me

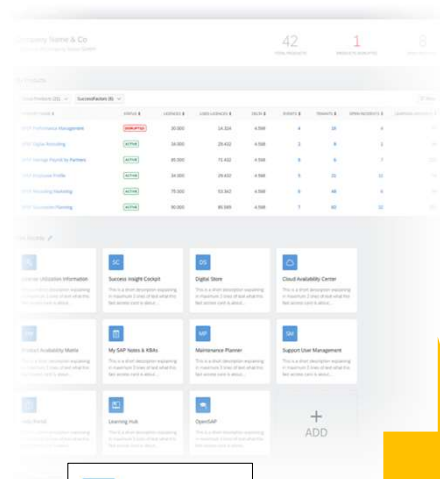
Cockpit as a card in SAP ONE Support Launchpad



Enterprise Support
Reporting Cockpit
On Premise & Cloud

Access Cockpit

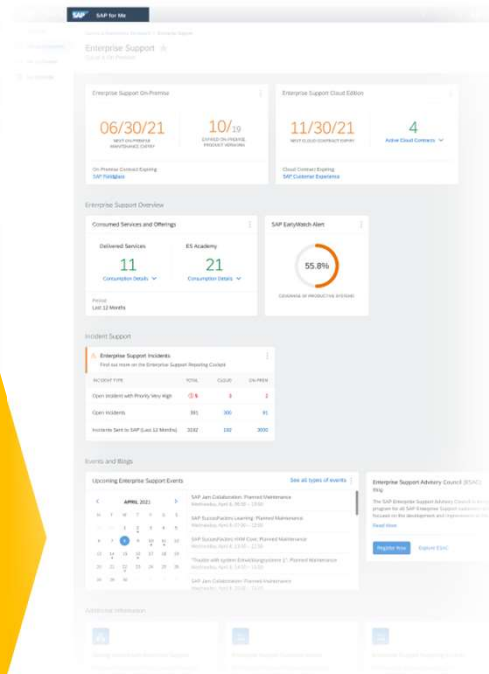
Cockpit as a card in SAP for Me (now)



SC
Enterprise Support reporting
cockpit

This is a short description explaining
in maximum 2 lines of text...

Cockpit in SAP for Me as a section with direct links (planned)



SAP ES reporting cockpit



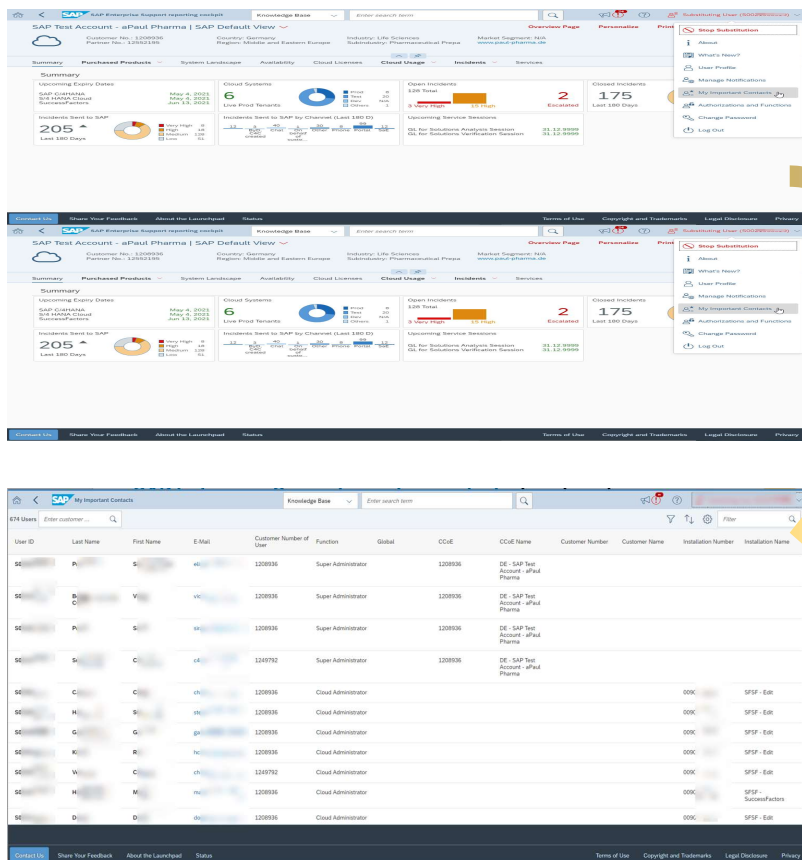


Stay informed: SAP ES reporting cockpit



SAP ES reporting cockpit – How get Access

ACCESS SAP ES reporting cockpit



Initial authorization provided to your Cloud Admins

- Authorization **Display SAP Enterprise Support reporting cockpit (ESRCDISP)** provided on installation level to access the cloud part of the cockpit. Additionally for “Purchased Products” and “Cloud Licenses” you need the authorization **Access License Utilization for Cloud (LICAUD_CLO)**.

Initial authorization provided to Super Administrators

- Authorization **My Support Program Report (SUPPROGREP)** provided on customer level to access the on-premise part of the cockpit. For the Section “EarlyWatch Alert” you need authorization **Service Reports and Feedback (SC_CCCREAD)**.

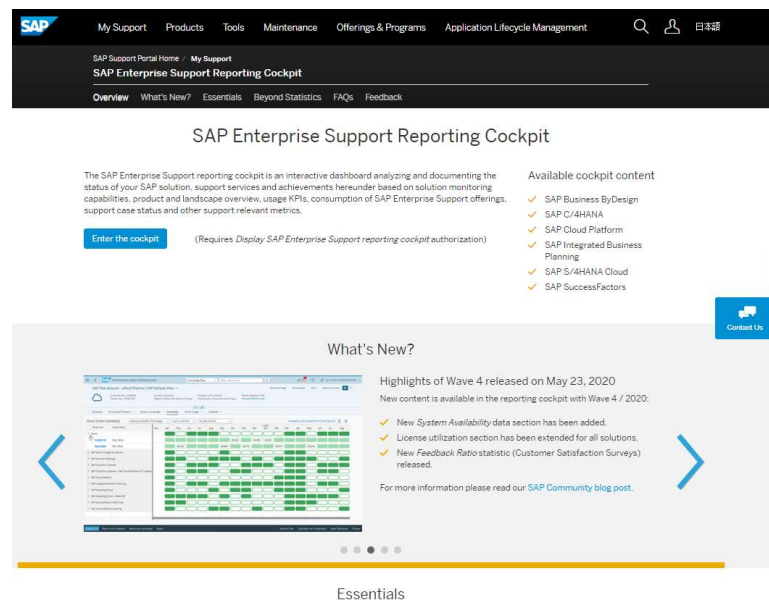
SAP KBA for access and authorization requirements

- [2834499](#) - How to access the SAP Enterprise Support reporting cockpit
- [2835500](#) - The new SAP Enterprise Support reporting cockpit

SAP ES reporting cockpit – How to stay Informed

Visit SAP ES reporting cockpit [Customer Portal](https://support.sap.com/esrc)

(<https://support.sap.com/esrc>)



Customer Sessions in SAP ES Academy*

- Meet the expert sessions for SAP ES reporting cockpit CLOUD
 - [Click here to listen](#) to the recorded webinar.
- Meet the expert session for SAP ES reporting cockpit ON-PREMISE
 - [Click here to listen](#) to the recorded webinar.

Release Notes and

- Read [Release News](#) and customer [ESRC BLOGS](#)

Promotional Materials

- Watch the short [ESRC introduction video](#)

Other Options inside of SAP ES reporting cockpit

- Visit the Guided Tour provided in the cockpit documentation
- Provide Feedback using the “Feedback” icon
- Possible to send a ticket to SAP out of the application by clicking on „Report an Issue“

* If your S-user is not registered for the SAP Learning Hub, Enterprise Support edition, please follow the steps [here](#) to sign up.



Questions and Answers





Thank you.

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