Getting Started with SAP Enterprise Support
SAP C/4HANA

SAP Digital Business Services
December, 2018

PUBLIC

THE BEST RUN **SAP**

SAP Digital Business Services – Your business transformation partner
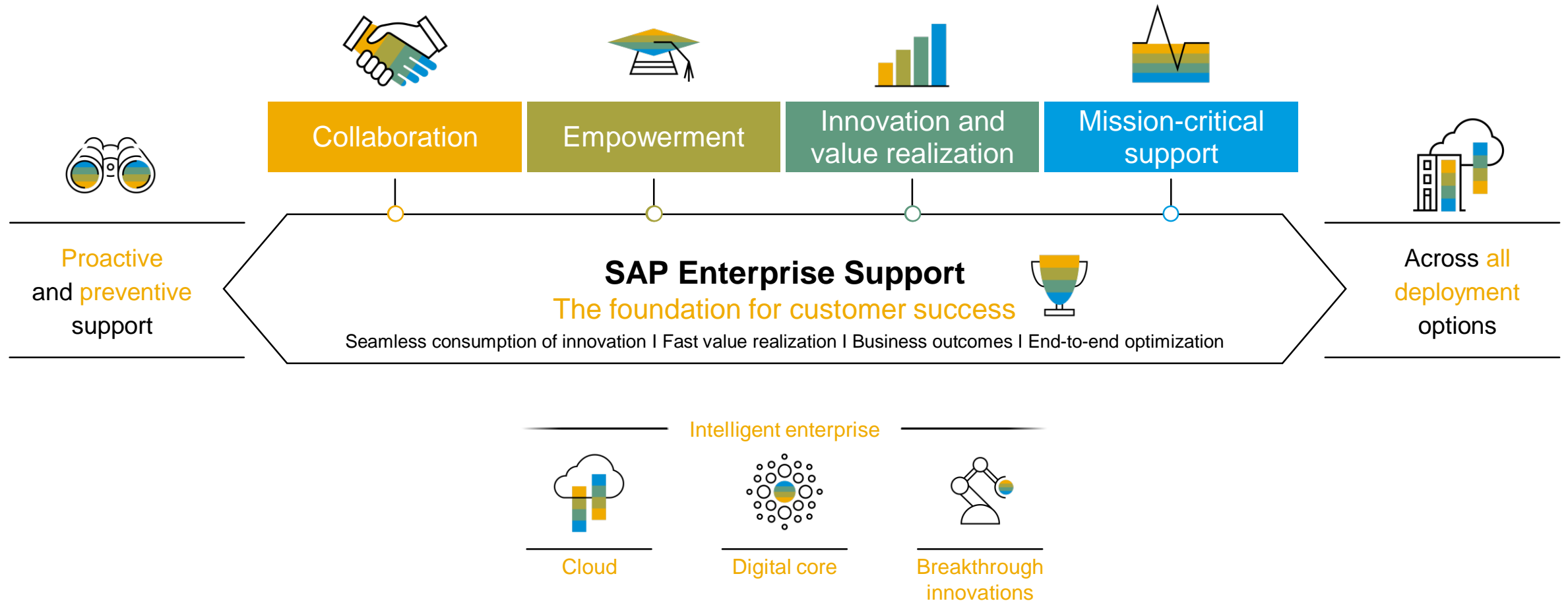
- **~ 19,000 SAP Digital Business Services Professionals Worldwide**
- **110 Nationalities** Located in **62 Countries**
- Serving SAP Customers in **180+ Countries**

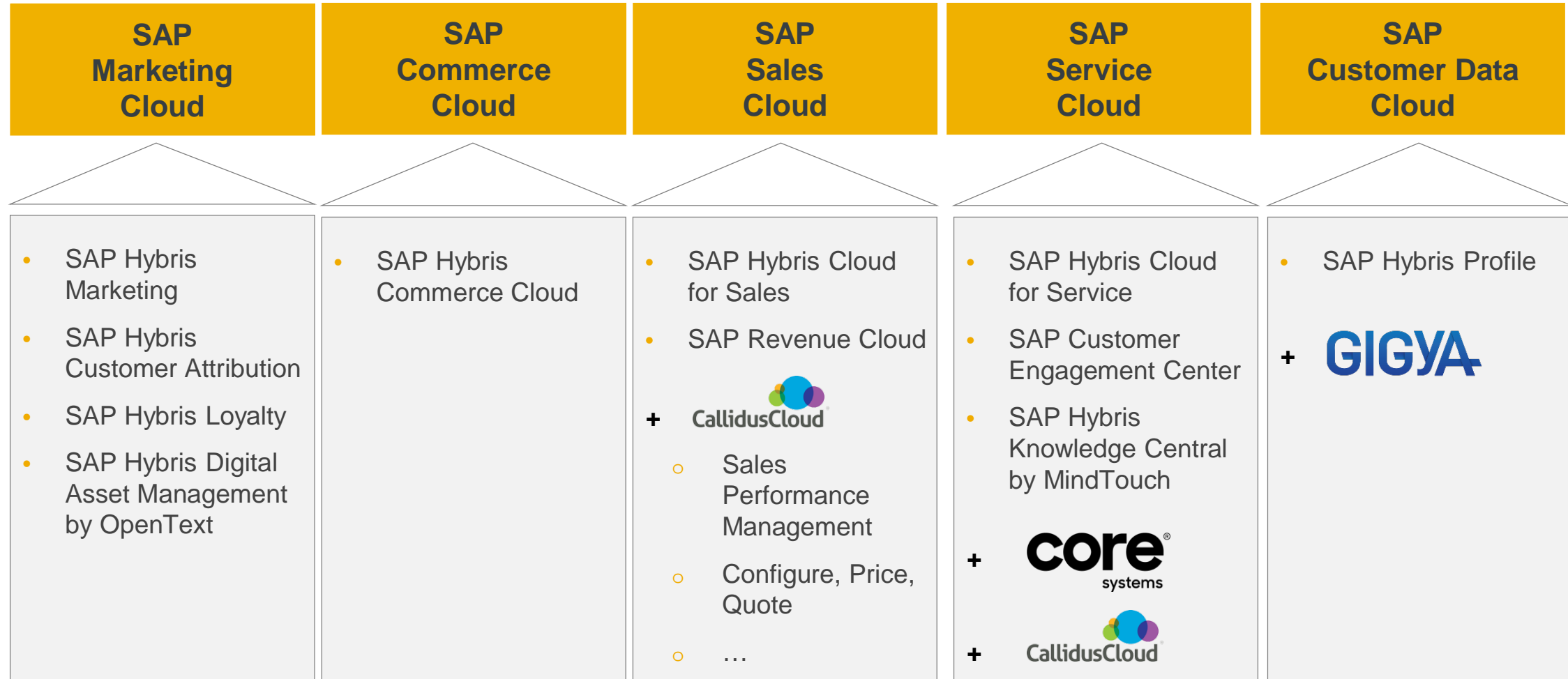**With Working Expertise Derived From:**

- **400,000+** Customers
- **80%** of the Fortune 500 across 25 industries
- For over **45+** years

SAP Enterprise Support – The foundation for customer success

Collaboration

Empowerment

Innovation and value realization

Mission-critical support

Proactive and preventive support

SAP Enterprise Support
The foundation for customer success

Seamless consumption of innovation I Fast value realization I Business outcomes I End-to-end optimization

Across all deployment options

Intelligent enterprise

Cloud

Digital core

Breakthrough innovations

SAP C/4HANA – Rebranding

SAP Marketing Cloud	SAP Commerce Cloud	SAP Sales Cloud	SAP Service Cloud	SAP Customer Data Cloud

• SAP Hybris Marketing
 	
• SAP Hybris Customer Attribution
 	
• SAP Hybris Loyalty
 	
• SAP Hybris Digital Asset Management by OpenText
	• SAP Hybris Commerce Cloud	• SAP Hybris Cloud for Sales
		
		• SAP Revenue Cloud
		
		+ CallidusCloud
		   ○ Sales Performance Management
		   ○ Configure, Price, Quote
		   ○ …
			• SAP Hybris Cloud for Service
			
			• SAP Customer Engagement Center
			
			• SAP Hybris Knowledge Central by MindTouch
			
			+ core systems
			
			+ CallidusCloud
				• SAP Hybris Profile
				
				+ GIGYA

Note: SAP Hybris Cloud for Sales + SAP Hybris Cloud for Services = SAP Cloud for Customer

SAP C/4HANA – Unified Customer Experience

SAP C/4HANA

Unified Intelligent User Experience
Conversational, Contextual and Intelligent UX

SAP Marketing Cloud

Market with Intelligence in the Moment

SAP Commerce Cloud

Personalized Shopping Experience across Touchpoints

Built-in Intelligence

SAP Sales Cloud

Build Relationships and Guide Customers Throughout their Journey

SAP Service Cloud

Make Customers Happy

SAP Customer Data Cloud
Build Customer Trust and Loyalty

Microservices

SAP Cloud Platform extension factory (Kyma)
Cloud-Native Microservice Based Universal Innovation and Agility Platform

Extensions

Internet of Things   Machine Learning   **SAP® Cloud Platform**   Integration   Blockchain

SAP S/4HANA®

Further information can be found here: https://www.sap.com/products/crm-commerce/c4-hana-cx-suite.html

GETTING STARTED with Collaboration

Realize business outcomes through collaboration with SAP experts

Collaboration

Receive guidance from SAP support experts by interacting with them through the award-winning SAP Enterprise Support value map program. The support advisory team guides you during mission critical situations.

Support experts

Get valuable advice from our team of 8,000+ experienced support experts, backed up by 15,000+ developers globally.

SAP Enterprise Support value maps

Leverage value maps to quickly identify the relevant SAP Enterprise Support services, tools, and expertise for your business needs.

GETTING STARTED with Collaboration
CALL-1-SAP

CALL1SAP
2 2 5 5 1 7 2 7
(not available in every country)

📞 **+800**

- In many countries, the toll-free number for contacting SAP support is accessible through landline phones and some mobile providers. It gives you access to a service menu that allows you to select the specific SAP product area you require, connecting you directly to an SAP support representative.

- Access to service menu to select a specific product area you require:

  Press 1 - For SAP Business Suite, NetWeaver, Business Analytics or Sybase support.
  Press 2 - For Ariba, Fieldglass and Concur Customer Support.
  Press 3 - For Customer Experience support.
  Press 4 - For SAP money, customer and suite Cloud products support.
  Press 5 - For SuccessFactors Cloud products support.
  Press 6 - For any other SAP products and services, including SAP HANA Enterprise Cloud and Sybase 365 known as SAP Digital Interconnect.
  Press 7 - To listen to the menu in another language.
  Press 8 - To listen to this menu again.

- If you are unable to connect via the number provided for your country or there is no SAP subsidiary in your country, please call our Ireland Support Center +353 91432764.

GETTING STARTED with Collaboration
Customer Interaction Center

The SAP **Customer Interaction Center** is one of the interfaces between customers and the SAP support organization. It is available 24 hours a day, 7 days a week, 365 days a year, and provides a central point of contact for assistance with nontechnical queries.

Overview

- The SAP CIC is the contact channel for any non-technical questions including:
  - Existing incidents
  - The SAP ONE Support Launchpad and supporting applications
  - S-User queries and support
  - SAP remote service requests
- The SAP CIC can be reached by phone, chat, or e-mail

Benefits

- The SAP CIC is available 24 hours a day, 7 days a week, 365 days a year, and provides a central point of contact for assistance with non-technical queries
- A Universal free-phone number for contacting SAP support, accessible in most countries through landline phones and some mobile providers
- Access to a product area specific IVR call routing menu, now including SAP Ariba, Concur, and SAP Fieldglass solutions

Access

- You can access the SAP CIC from the SAP Support Portal or through the SAP One Support Launchpad
- Direct access:
  - Chat with CIC
  - Call CIC
  - E-mail CIC
- Learn more here:
  - Access to CIC
  - Topics to contact CIC
  - Reference Guide

Preview

SAP Support Portal

SAP ONE Support Launchpad

GETTING STARTED with Collaboration
Best Practice Guidance Offering

Guidance Calls are designed to address key topics that individually or as a whole will help you to meet your adoption goals and increase user experience. There is no preparation required on your end for this one hour and free of charge guidance offering.
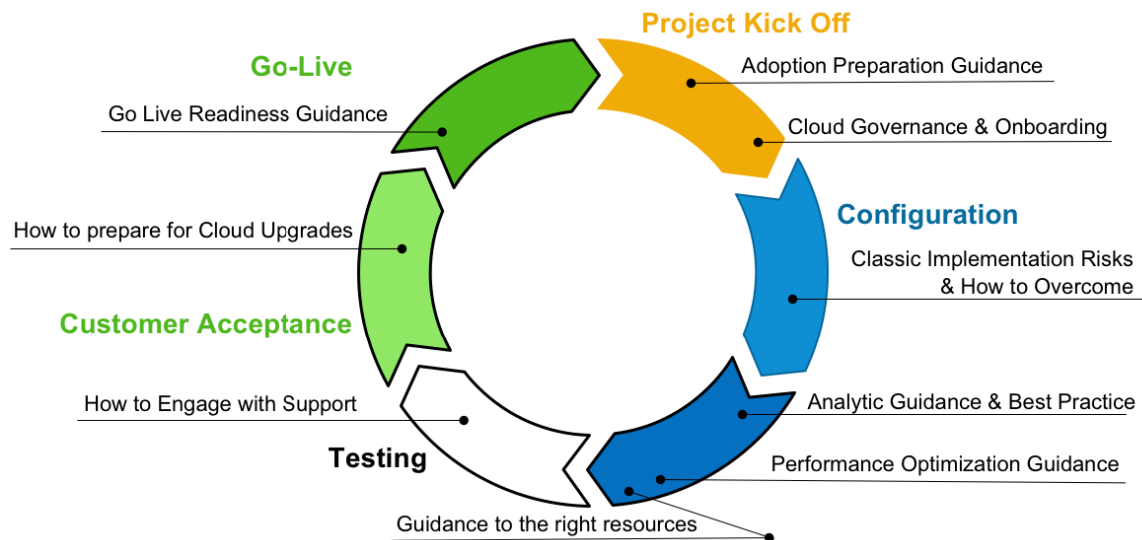
Additional Information

Best Practice Guidance Offering:

- SAP Customer Experience Wiki - Best Practice Guidance Offerings

- Overview Video

- Book Now

GETTING STARTED with Collaboration
Best Practice Guidance Offering

Guidance Name	High Level Description & Value for the Customer	Product
Adoption Preparation	Share key considerations and build the foundation for improved user adoption.	SAP Cloud for Customer, SAP Marketing Cloud
Cloud Governance and Onboarding	Provide a brief overview of Best Practices, commonly overlooked activities and additional self-service and scheduled resources.	SAP Cloud for Customer, SAP Marketing Cloud, SAP Commerce Cloud
Classic Implementation Risks and how to overcome them	Review typical risks and issues faced by customer implementation projects and how they are overcome.	SAP Cloud for Customer
Analytics and Best Practices	Develop Analytics and Best Practices with a high-level system demo and guidance call.	SAP Cloud for Customer
Performance Optimization	Enable customers to monitor and troubleshoot the most common system performance issues that can occur throughout the lifecycle.	SAP Cloud for Customer
Guidance to the Right Resources	Introduce use-case specific enablement resources to support customers on their cloud journeys.	SAP Cloud for Customer, SAP Commerce Cloud
How to Engage with Support	Learn how to efficiently engage with SAP Support.	SAP Cloud for Customer, SAP Marketing Cloud
How to Prepare for Cloud Upgrades	Establish SAP upgrade process understanding and recommended quarterly upgrade cycle steps.	SAP Cloud for Customer, SAP Marketing Cloud
Go-Live Readiness	Realize Go-Live Readiness with a series of guidance checks indicating potential risk. Ensure successful go-live measures are in place.	SAP Cloud for Customer

GETTING STARTED with Collaboration
SAP Enterprise Support Report

The SAP Enterprise Support Report (ESR) collects and consolidates information from the past 6 months and provides a 360-degree overview of your system environment.

- The report serves as an ideal starting point for discussions on how to improve your IT operations and realize your innovation objectives.
- You are entitled to receive an SAP Enterprise Support report at no additional cost as part of the SAP Enterprise Support agreement.
- Generate a fully automated On-Premise or Cloud Enterprise Support report in the SAP One Support Launchpad using the "SAP Support Report Document" tile.

The SAP Enterprise Support Report is only currently available for the SAP Cloud for Customer and SAP Hybris Marketing products.

Additional Information

SAP One Support Launchpad:

- SAP One Support Launchpad

SAP Support Portal:

- Collaboration

PDF:

- On-Premise sample Enterprise Support Report (short version)

- ESR Info Sheet

GETTING STARTED with Collaboration
Customer Center of Expertise – Overview

A Customer COE is not applicable for SAP Cloud only customers

A Customer Center of Expertise (Customer COE) drives transparency and integrated quality management for critical challenge resolution across SAP solution operations.

FUNCTIONS

- Information Management
- Contract & License Management
- Innovation & Influence
- Support Operations

CERTIFICATION PROCESS

- Complete checklist and submit to SAP
- Customer incident will be automatically generated on behalf of the customer under component "*SV-BO-REQ*"
- SAP validates, tabulates the score from the checklist
- Customer is notified of certification results

VALIDITY

- Maximum 2 years
- Recertification at least every 2 years

Additional Information

SAP Support Portal:

- Customer Center of Expertise
- Primary Customer COE

PDF:

- Getting Started with Primary Customer COE Certification
- Learn about the Value of a Primary Customer COE

GETTING STARTED with Collaboration
Customer Center of Expertise – Readiness Checklist

A Customer COE is not applicable for SAP Cloud only customers

In order to achieve Customer COE certification the following items must be considered:

INFORMATION MANAGEMENT

- Serve as primary contact point for all SAP-specific questions
- Organize access to SAP information
- Distribute information to specific target groups (management, end users or project teams)
- Initiate knowledge platforms on SAP topics and information exchange meetings

CONTRACT & LICENSE MANAGEMENT

- Ensure the usage of purchased licenses according to what has been licensed to mitigate potential implications of using unauthorized licenses

INNOVATION & INFLUENCE

- Focus on areas, where your business requirements are not covered by SAP standard functional scope
- Stay informed about internal processes, tools and services to avoid SAP source code modifications

SUPPORT OPERATIONS

- Set-up a support organization with a sufficient number of support consultants
- Enable collaboration with SAP support in all areas, such as incident management, problem management, SAP Solution Manager usage and support services
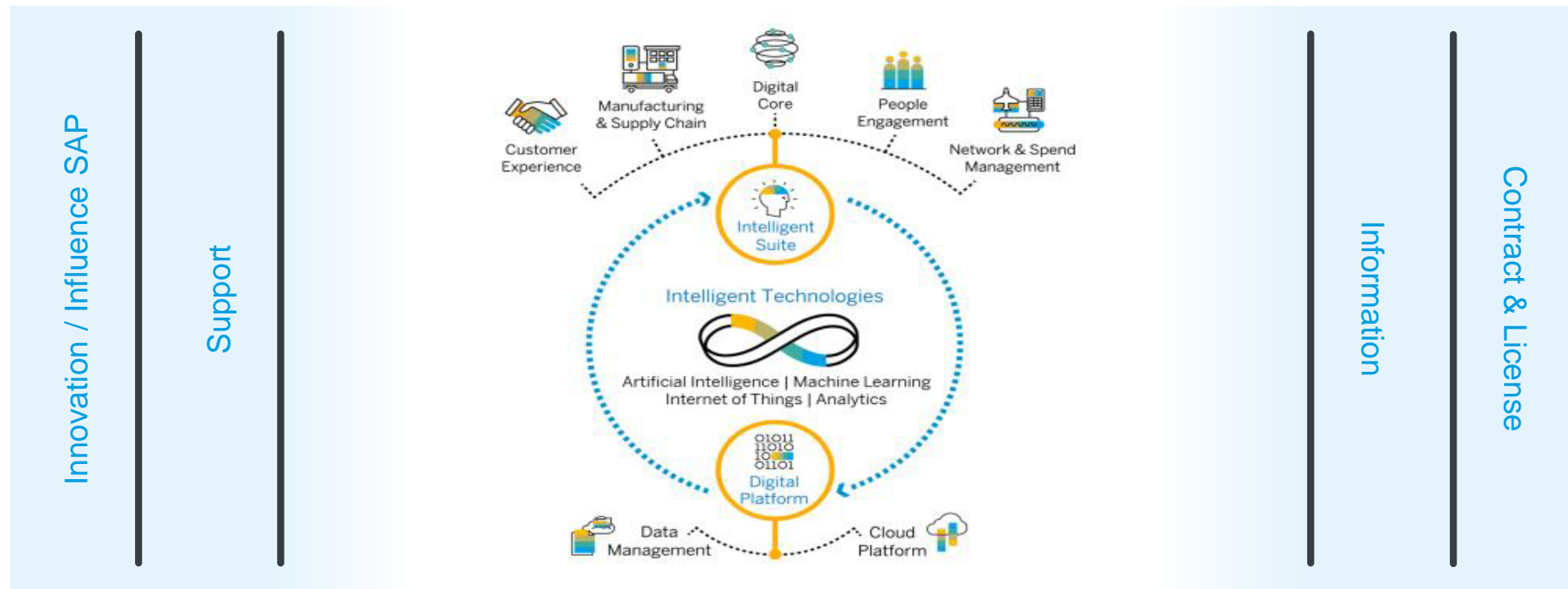
For further details please visit: https://support.sap.com/support-programs-services/ccoe/primary-ccoe.html

GETTING STARTED with Collaboration
Customer Center of Expertise – Basic Functions for Hybrid Solutions

A Customer COE is not applicable for SAP Cloud only customers

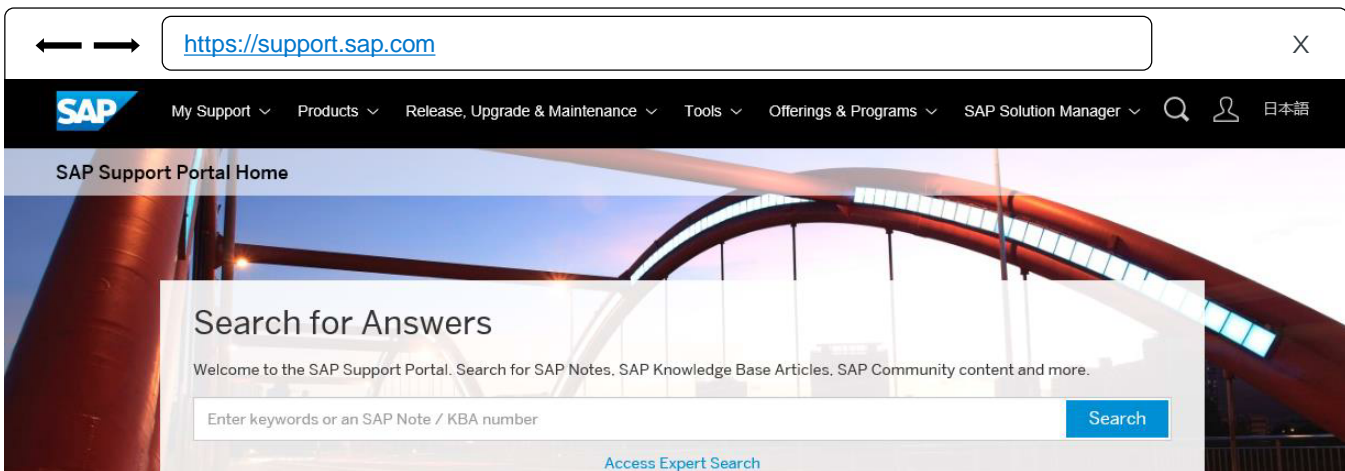## FRAMEWORK TO DIGITIZE BUSINESSES

Through organic innovations and strategic acquisitions, SAP has the best solution portfolio and expertise required to enable our customer's digital strategy.


Innovation / Influence SAP

Support

Customer Experience

Manufacturing & Supply Chain

Digital Core

People Engagement

Network & Spend Management

Intelligent Suite

Intelligent Technologies

Artificial Intelligence | Machine Learning
Internet of Things | Analytics

Digital Platform

Data Management

Cloud Platform

Information

Contract & License

GETTING STARTED with Collaboration
SAP Support Backbone

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https://support.sap.com

SAP | My Support ⌄ Products ⌄ Release, Upgrade & Maintenance ⌄ Tools ⌄ Offerings & Programs ⌄ SAP Solution Manager ⌄ 🔍 👤 日本語

SAP Support Portal Home

Search for Answers

Welcome to the SAP Support Portal. Search for SAP Notes, SAP Knowledge Base Articles, SAP Community content and more.

Enter keywords or an SAP Note / KBA number [Search]

Access Expert Search

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https://www.sap.com/community

Welcome to the SAP Community!

Your one stop for all support and service related needs

- SAP Notes search and incident wizard
- SAP software distribution center
- Administration of remote connections
- License key & requests
- SAP service & software catalog
- SAP Enterprise Support Academy
- SAP Enterprise Support Report
- SAP ONE Support Launchpad
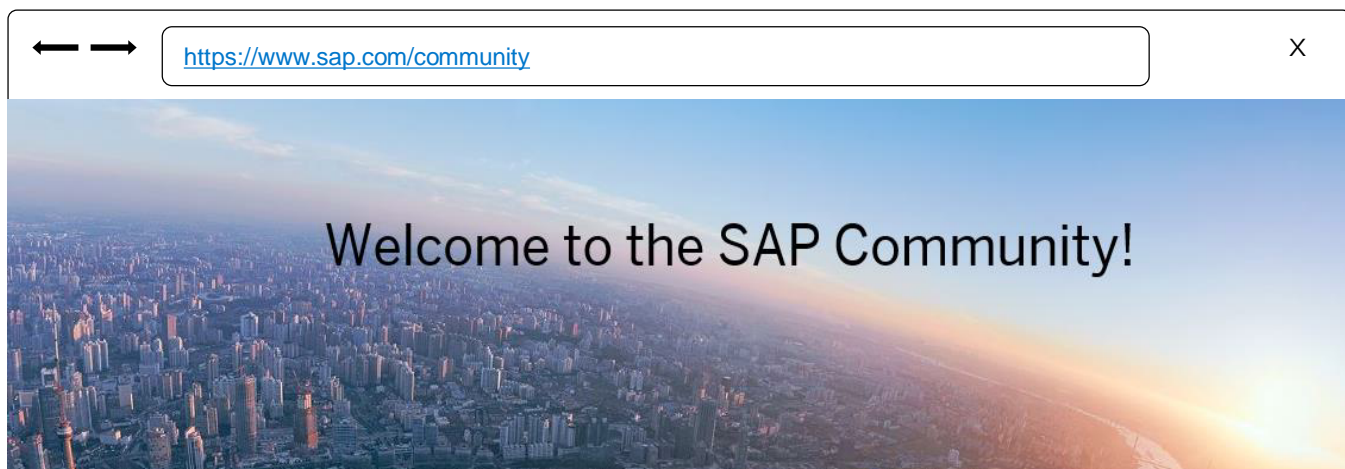
SAP's professional social network to get help, share ideas, and connect with others
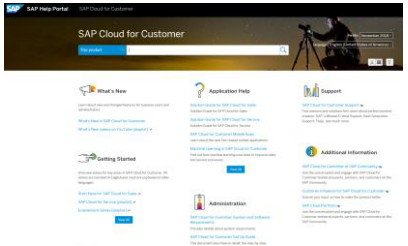
- Discussion forums, blogs & videos
- Quick access to expert advice
- Online trainings
- Software downloads

GETTING STARTED with Collaboration
Where to find additional assistance

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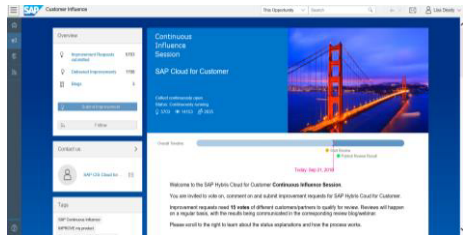
https://help.sap.com/viewer/p/SAP_HYBRIS_CLOUD_FOR_CUSTOMER   X

SAP Help Portal - Your one stop application documentation

- Find SAP product / application documentation
- Learning Journeys
- Updated with ever release
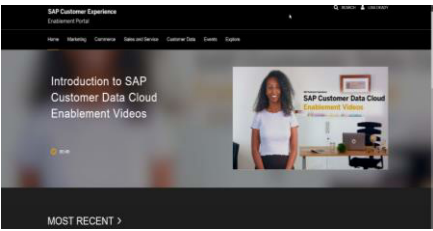- Previous versions available

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https://influence.sap.com/   X

Influence & Adopt

- If you have a feature request, directly address it to Product Management by submitting it on SAP Customer Influence. Product Management regularly reviews and provides feedback on these requests.

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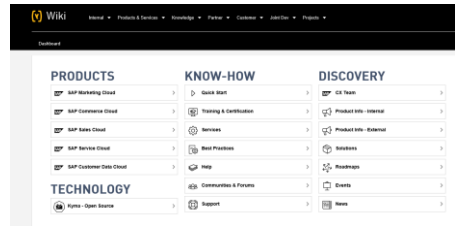
https://enable.cx.sap.com/   X

Customer Experience Enablement Portal – Stay up to date in this media sharing enablement site

- Product enablement
- Quick access to how to guides
- Hundreds of tutorials and demos
- Dedicated channels for each solution

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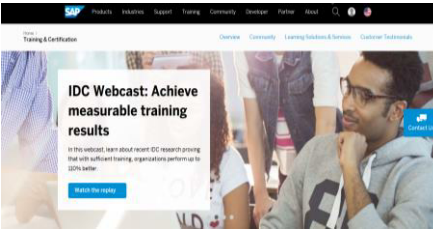
https://wiki.hybris.com/   X

SAP Customer Experience Wiki - Your go-to product specific wiki where you will find:

- Release cycle & Upgrade information
- Enablement content & Webinars
- Newsletters
- User communities

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https://www.sap.com/training-certification.html   X

Training & Certification - Explore SAP trainings & certifications

- Empower your SAP end users, from developers to marketers – with our suite of world-class SAP training courses, enablement solutions and certification programs.

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GETTING STARTED with Collaboration
SAP Enterprise Support Value Maps – Overview

*SAP Cloud for Customer Value Map to be planned for 2019*

SAP Enterprise Support Value Maps – A structured and goal-based approach to quickly identify the relevant SAP Enterprise Support services, tools and offerings to achieve defined targets and address your business needs. In addition, leverage the in-depth knowledge of our **support advisory team** for personal guidance based on 45+ years of close customer engagements.

Guided approach
to reach your objective

Social collaboration
to connect directly with
SAP experts and peers
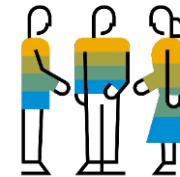
Expert access
to obtain guidance from
SAP support experts

Empowerment
to build the knowledge
and skills you need

Available Value Maps

>> Sign up

SAP S/4HANA On Premise	SAP S/4HANA Cloud	Digital Innovation	SAP SuccessFactors	SAP Jam Collaboration	SAP Analytics Solutions	Security	Business Process Improvement	Data Volume Management	Lifecycle Management

GETTING STARTED with Empowerment
Build the skills that build value through the SAP Enterprise Support Academy
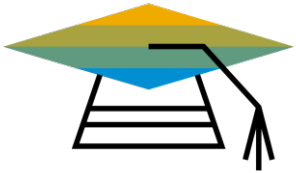
Empowerment
The SAP Enterprise Support Academy empowers you with expert guidance and high impact knowledge transfer services that enable you to innovate and be successful with SAP solutions.

Knowledge transfer
on digital transformation, integration, and system operations

On-demand learning experience
by combining self-paced and expert-led offerings, available on a 24x7 platform

High-quality vendor knowledge
from SAP Support experts helps to close the digital skills gap of key users, IT and line-of-business experts

Available Formats

70+ Best Practices	280+ Tutorials & Videos	15 Guided Self-Services	17+ Continuous Quality Checks & Improvement Services	50+ Expert-Guided Implementations	740+ Meet-the-Expert Sessions	190+ Accelerated Innovation Enablement
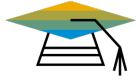
GETTING STARTED with Empowerment
SAP Enterprise Support Academy – SAP Learning Hub & Newsletter

The award-winning SAP Enterprise Support Academy provides expert guidance and high impact knowledge transfer services which enable you to innovate and be successful with SAP solutions.

Sign Up

Access our next generation learning management infrastructure. The SAP Learning Hub helps you master the details of the software that runs your business. Learning is extended to full browsing through featured and recommended content, with a customizable learning plan.

To access the SAP Learning Hub Edition for SAP Enterprise Support, a one-time registration via S-User is required.

Update

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

Additional Information

SAP Support Portal:

- SAP Enterprise Support Academy
- SAP Learning Hub - sign up
- Topics to contact CIC (S-User request)
- SAP Enterprise Support Academy - update subscription

Video:

- Short video: How to sign up for the SAP Learning Hub
- Short video: How to search in SAP Learning Hub
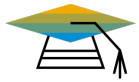
GETTING STARTED with Empowerment
Continuous Quality Checks (CQC)

CQC Remote services help you to reduce technical risks and outline optimization potentials:

SAP Commerce Cloud	SAP Marketing Cloud*	SAP Sales Cloud SAP Service Cloud
• SAP CQC Business Process Performance Optimization	• SAP CQC Business Process Performance Optimization	• SAP CQC Business Process Performance Optimization
• SAP CQC Early Watch Check	• SAP CQC Early Watch Check	• SAP CQC Early Watch Check
• SAP CQC Going Live Support	• SAP CQC Going Live Support	• SAP CQC Going Live Support
• SAP CQC for Implementation	• SAP CQC for Implementation	• SAP CQC for Implementation

Additional Information

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

* CQC infosheets for SAP Marketing Cloud are planned to be available Q1 / 2019, nevertheless CQC services for SAP Marketing Cloud can be requested via component SV-BP-REQ.

GETTING STARTED with Innovation and Value Realization

Drive innovation and get more value from your SAP investment
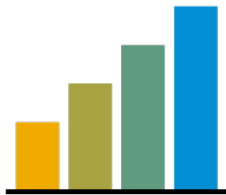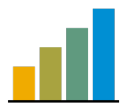
Innovation and Value Realization

SAP Enterprise Support provides a wide range of services and tools to help you realize more business value and to accelerate the adoption of new innovations.

SAP Solution Manager

Efficiently manage IT and smoothly introduce new functionalities for meeting business requirements.

SAP Enterprise Support Advisory Council

Co-innovate with SAP to become an early adopter of support innovations and to help improve the support offering.

GETTING STARTED with Innovation & Value Realization
SAP Solution Manager

SAP Solution Manager is not applicable for SAP Cloud only customers

SAP Solution Manager – End-to-end application lifecycle management providing tools to help you optimize your IT processes, minimize manual effort, reduce operating costs, and introduce new business functions easily.

Platform
Modern and intelligent IT-management platform to become a digital enterprise

Integrated solution
Implement, maintain, run, and adopt all enterprise solutions while supporting business innovation, business continuity, and efficient operations

Across all deployment options
Supports the entire lifecycle of your business applications running on-premise, hybrid or in the cloud
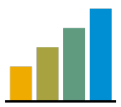
GETTING STARTED with Innovation & Value Realization
SAP Solution Manager – Install and Configure

SAP Solution Manager is not applicable for SAP Cloud only customers

SAP Solution Manager provides capabilities and enables services
for SAP Enterprise Support:

- For SAP S/4HANA implementations SAP recommends the installation of SAP Solution Manager 7.2

- SAP Solution Manager 7.2 is configured using an automatic basic configuration (accessible via transaction code *SOLMAN_SETUP*)

Use the expert-guided implementation service to accelerate your implementation!

The end of mainstream maintenance for SAP Solution Manager 7.1 was December 31, 2017. Customers switch to Customer-Specific Maintenance automatically at the end of mainstream maintenance.

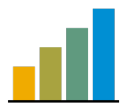Read the blog to learn how you can master the upgrade successfully.

Additional Information

SAP Support Portal:
- SAP Solution Manager
- SAP Solution Manager usage rights
- Media Center of SAP Solution Manager 7.2
- SAP Solution Manager - Training & Services (EGI)

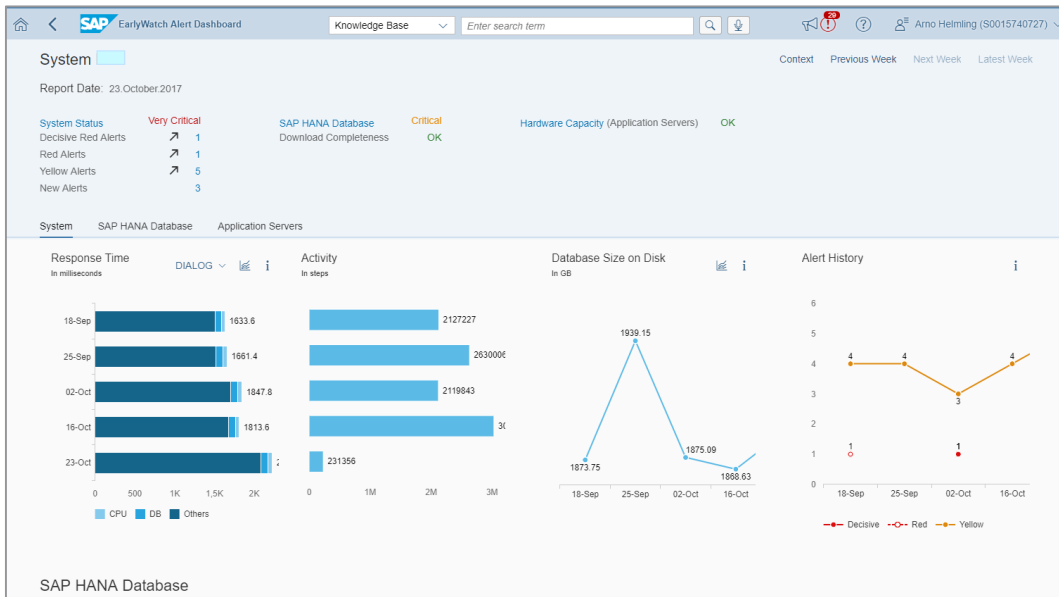SAP Help Portal:
- SAP Solution Manager

GETTING STARTED with Innovation & Value Realization
SAP Solution Manager – Activate SAP EarlyWatch Alert

SAP Solution Manager is not applicable for SAP Cloud only customers

Activate SAP EarlyWatch Alert for productive systems to:

- Monitor the essential administrative areas of SAP components

- Keep you up to date on their performance and stability

- Stay informed by running system checks automatically

- Allow you to react to issues proactively, before they become critical

Additional Information

SAP ONE Support Launchpad:
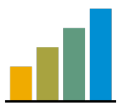
- SAP EarlyWatch Alert Workspace

SAP Support Portal:

- SAP EarlyWatch Alert pro-active monitoring

SAP Help Portal:

- SAP EarlyWatch Alert

SAP Note:

- How to Access the SAP EWA Fiori 2520319)

- Apps in the Cloud (SAP Note Using SAP EWA (Note 1257308)

- SAP EWA processed at SAP (Note 207223)

GETTING STARTED with Innovation & Value Realization
SAP Support Backbone Update

SAP's Support Backbone is the central infrastructure located at SAP to provide technical support to our customers.

SAP plans to finalize the update of the SAP Support Backbone by January 1, 2020.

The most important changes are upgrading to https communication and enabling server certificates to use SSL.

This update affects SAP Solution Manager and SAP systems, which are communicating with the SAP Support Backbone.

In SAP Solution Manager 7.2, the Support Hub connectivity enables the updated exchange of data with the SAP Support Backbone.

More information
- Overview page in the SAP Support Portal
- Transition essentials
- Creation of users for support hub communication

Customers need to prepare before January 1st, 2020.

Customer Situation 1:
Customer system is already on SAP Solution Manager 7.2:
Implement SPS07 (plus additional SAP Notes*) or implement SPS08.

Customer Situation 2:
Customer system is still on SAP Solution Manager 7.1:
Request a technical S-User
Upgrade to SAP Solution Manager 7.2 SPS07 (plus additional SAP Notes*) or upgrade to SPS08.

Important: If these actions are prepared well in advance, no activities have to be done on January 1st, 2020. On this date only the backend changes come into effect.

After January 1st 2020, SAP Solution Manager systems on SP stack level lower than SPS07 are not able to communicate with the SAP Support Backbone anymore.
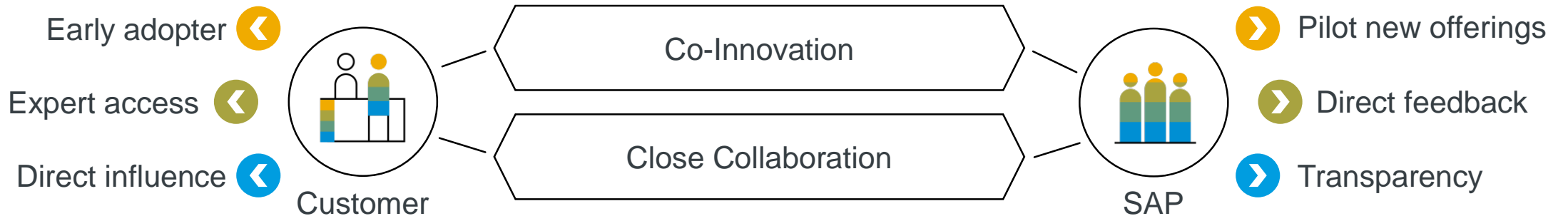
* The relevant additional SAP Notes for SPS07 will be published on this page once available.
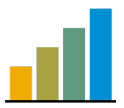
GETTING STARTED with Innovation & Value Realization
SAP Enterprise Support Advisory Council

SAP Enterprise Support Advisory Council – Become an early adopter of the latest support innovations and directly influence SAP's offering in a meaningful way based on your own requirements.

Early adopter

Expert access

Direct influence

Customer

Co-Innovation

Close Collaboration

SAP

Pilot new offerings

Direct feedback

Transparency

Focus topics

| SAP Cloud Solutions | Integration | SAP Leonardo – Digital Innovation | SAP S/4HANA on-premise | SAP S/4HANA cloud |

GETTING STARTED with Mission Critical Support

Reliable end-to-end support across all deployment scenarios

Mission Critical Support

Regardless of your deployment scenario and the issues that may arise, a cornerstone of SAP Enterprise Support is mission-critical support that provides rapid collaboration with support experts.

A single, intuitive interface
to access support resources.
By using customizable role profiles, the SAP ONE Support Launchpad displays only relevant applications and insights to help ensure an efficient and user-friendly experience.

24x7 availability
independent of your deployment model, with CALL-1-SAP as your global toll-free telephone number for contacting SAP support. Profit from the features of the Next-Generation Support approach.

Minimized business disruption
and accelerated problem resolution thanks to best-in-class service level agreements for a timely initial reaction and a corrective action.

GETTING STARTED with Mission Critical Support
SAP ONE Support Launchpad

SAP ONE Support Launchpad – Performing support tasks is simplified by user-centric applications accessed through one central entry point: the SAP ONE Support Launchpad.

Overview

- The **SAP ONE Support Launchpad** provides a user-centric entry point for all SAP Customers and Partners - independent of their SAP solution

- More than 70 applications around Service & Support! And more to come.

- Watch the video

  SAP ONE Support Launch...
  Know me - Guide me - Help me

- Register for your Demo today!

Benefits

- Easy access to applications and information according to the users role.

- Pro-active and guided

- Simplified UI based on SAP Fiori

- Global Search for quickly finding answers, support assets, and fast inter-application navigation

- Strong Favorites Concept

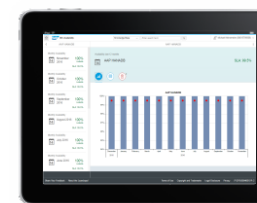- Holistic overview of your support assets in one place

Access

- Direct access via: https://launchpad.support.sap.com

- Access via the SAP Support Portal

- Access via QR-Code:

  :

Preview
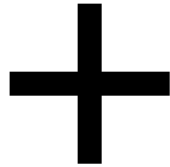
Mobile   Desktop

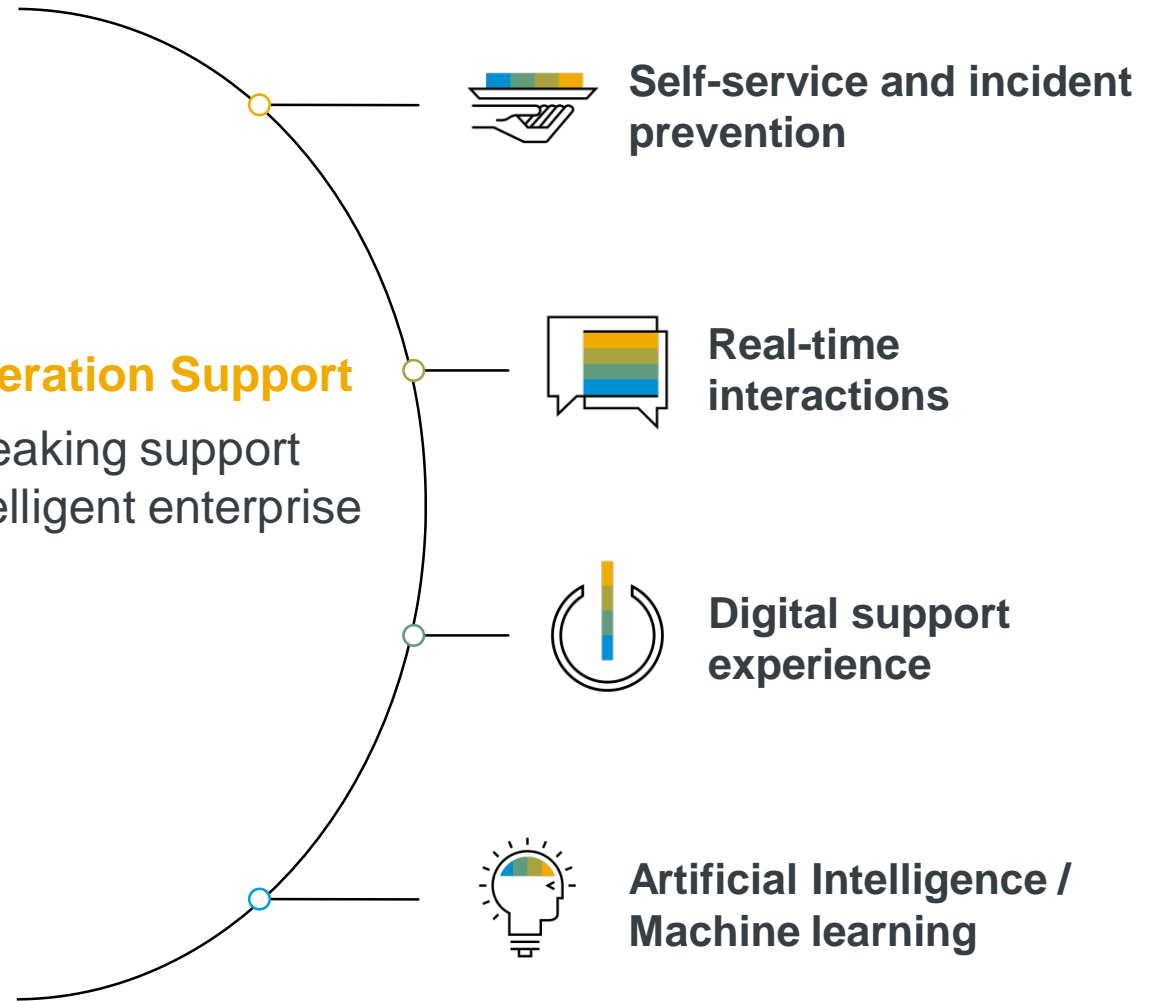# GETTING STARTED with Mission Critical Support
Next Generation Support

SAP Support today

Industry-leading proactive and preventive support across all deployment scenarios

+

Next-Generation Support

Groundbreaking support for the intelligent enterprise

Self-service and incident prevention

Real-time interactions

Digital support experience

Artificial Intelligence / Machine learning

GETTING STARTED with Mission Critical Support
Next Generation Support

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.

- Knowledge Base Articles (KBAs) via Google search
- Guided Answers
- SAP Community
- SAP Support Portal
- Support by Product
- Proactive outreach through info sessions and WhatsApp

Real-time interactions

We offer real-time support channels with live and direct access to SAP's support experts, creating a faster and more direct route to issue resolution – anytime, anywhere, and from any device.

- Expert Chat
- Schedule an Expert
- Ask an Expert Peer (Feature Trial)
- 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
- Built-in support
- Cloud Availability Center
- SAP Cloud Trust Center
- Social Media integration

Artificial Intelligence / Machine Learning

SAP constantly innovates to improve our products and provide you with a world-class support experience. As thought leaders, we aim to provide you with state-of-the-art support including machine learning and cognitive computing driven services.

- Thought leadership
- Cognitive computing

For further details please visit the SAP Support Portal

GETTING STARTED with Mission Critical Support
Service-Level Agreements

Service-level agreements – SAP's commitment to timely initial response and corrective action means you can rely on fast support for your most critical business needs.

Incident Priority	1	2
Initial Response Time	1 hour	4 hours*
Corrective Action (Work-around / action plan)	4 hours	n/a

- **Accelerated problem resolution** for productive system incidents and critical projects

- **Minimized business disruption** and reduction of unforeseen downtime

- **Reduced financial impact** of support issues

Click here to view the SAP Cloud Support Policy (including SLA details) →

*Prio 2: Only during SAP's local office time for on-premise related issues

GETTING STARTED with Mission Critical Support
Customer Incident - SAP Help Center (in app help) & Step by Step Guide

Learn how to use functionality embedded in your application to contact support.
Opening incidents from application (in app help)?

SAP Help Center

When a user encounters a problem while working with the C4C system, they should first search for a solution in the Help Center.

- Federated Search (knowledge source to search all important databases at once)
- Find SAP product / application documentation
- Knowledge Base Articles (KBA's)

Step-by-Step guide (SAP Cloud for Customer)

This document describes the basics of what a user of SAP Cloud for Customer needs to know in order to efficiently interact with SAP Support: How to search for solutions? How to chat with Support? How to receive answers from SAP?

SAP Cloud for Customer
Step-by-Step-Guide for Key/End Users

Version 1.2, October 2018

Additional Information

YouTube Video:

- Help Center in Fiori Client (Start from 0:33)

PDF:

- Step by step guide (SAP Cloud for Customer)

GETTING STARTED with Mission Critical Support
Customer Incident - SAP ONE Support Launchpad

The incident form on the SAP ONE Support Launchpad is used to report technical issues/errors related to your SAP products or SAP support applications.

Refer to *SAP Note 1296527* for more detailed steps on creating a support incident.

Create customer incident with following content (*SAP Note 1922545*):

- Select the correct component/system/product/installation (see *SAP Note 2379404* for Cloud incidents):
    - Selecting an incorrect system/product or installation for the incident may have negative impact on the processing of the incident you submit
    - The support contract depends on the installation, and if an incorrect system/product is selected, different SLA's and resulting different processing times will apply to the incident.

- Enter S-user/person getting the error message
- Provide a meaningful short text description and a step-by-step description including navigation and description of expected results
- Add screenshot of error message and inform about any SAP Notes Search which was done
- Open service connection and provide login data (*SAP Note 1773689*) (if required)
- Carefully select the incident priority (*SAP Note 67739*)
- Record only one issue per incident (*SAP Note 50048*)

Additional Information

SAP Support Portal:
- Incidents
- Knowledge Base

PDF:
- Support Essential: What a Customer Should Know About SAP Incident Processing

For any problem with this application create an incident under component:
"*XX-SER-SAPSMP-IBX*"

GETTING STARTED with Mission Critical Support
Best Practices for opening an incident

Please provide the following information when you submit your incident. This will eliminate the back-and-forth that generally ensues. The result is faster resolution to your issues.

Detailed Description Be as granular as possible.	• Provide a detailed description of the issue. • Be as granular as possible.
"4Ws" (What, Where, Who and When?)	• **What** – What happened? • **Where** – Where in the application did it happen? • **Who** – Who is it affecting? • **When** – When did it happen?
How to reproduce? Exact click stream and data entered leading up to the issue	• Explain how to reproduce the issue. • Give us the step-by-step instructions ("Click here", "Click there"). • Tell us what data you entered. • Whether you pressed ENTER on your keyboard or clicked "Go".
We need IDs! Template IDs, User IDs, Item IDs, etc.	• Provide any template IDs, item IDs, user IDs or admin IDs affected. • If other entities are not affected, give us those other IDs so we can take a look at what the difference is.
Full Screenshots Every detail counts	• Send full screenshots – the entire desktop. • If the error is too long, copy and paste it on Notepad and send us the entire error.
Broad issue or Isolated? Indicate if it is all records or just some in particular – if isolated, compare/contrast with screenshots	• Is this isolated to a specific user, to a specific admin, or to a specific template? • Is this happening to all items or all forms, or is it just to some in particular? • Are the users affected on a specific network or on a specific location?
Environmental Information Browser, OS, VPN, Test vs. Production	• What is the browser and version? • Are you using VPN? • Was this done in your test environment, on your staging environment, or on your production environment? • If it's happening in production, is it also happening in staging?
Any recent changes?	• Any data migration? • Any new form or Goal Plan configuration? • Any new modules implemented? • Any updates to user data?
Business Impact This determines priority so be clear	• If you tell us your story, so we can understand what the impact is.

Communicating the Business Impact

Example:
This issue is preventing us from moving candidates into different statuses, therefore preventing us from managing the candidate lifecycle, hiring candidates, sending correspondence to these candidates, and our recruiting efforts are at a standstill. We are in the midst of filling 10 key positions for the opening of a new location. Approximately 150 candidates have applied to these positions. If this issue is not resolved in the next 3 weeks, the launch of this new office location will be delayed, costing us $X in revenue.

GETTING STARTED with Mission Critical Support
System Data Maintenance

System Data Maintenance is not applicable for SAP Cloud only customers

Up-to-date system data is the basis for a great support experience:

- Correct system data helps to achieve a higher quality of search results (e.g. search for SAP Notes)

- Some support applications refer automatically to the system data in order to avoid a repetitive input of data (e.g. create a customer incident)

Functions which ease system data maintenance:

- The system data overview report allows to review maintained system data at a glance and to easily update them

- System data synchronization between SAP Solution Manager and SAP Support Portal can be used

Additional Information

SAP Support Portal:
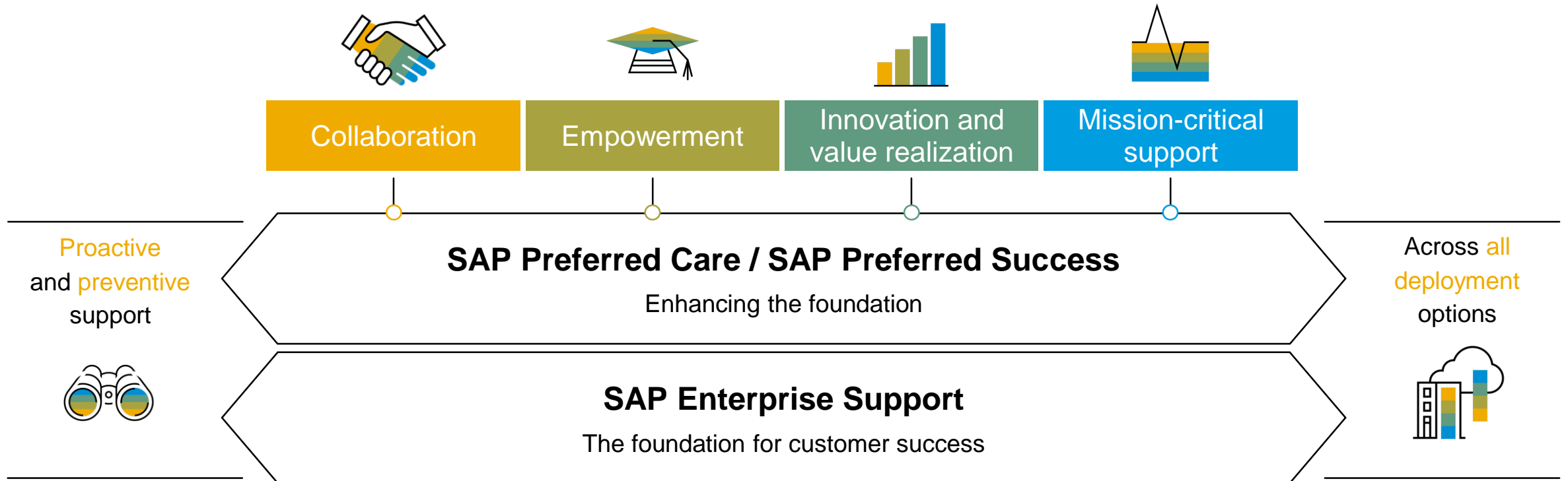
- [Learn about System Data Maintenance](#)

SAP Help Portal:

- [Synchronize System Data with SAP Support Portal](#)

SAP Note:

- [System data maintenance collective note (172481)](#)

Enhancing the foundation

| Collaboration | Empowerment | Innovation and value realization | Mission-critical support |

Proactive and **preventive** support

SAP Preferred Care / SAP Preferred Success
Enhancing the foundation

Across **all deployment** options

SAP Enterprise Support
The foundation for customer success

SAP Preferred Success Plan

Enhancing the Foundational SAP Enterprise Support, Cloud Editions

	Success Resources	**Learning Resources**	**Advanced Support**

SAP Preferred Success

Guided by Customer Success Manager

- Guided onboarding experience
- Collaborative and optimized release planning
- Solution consumption planning and monitoring
- Success checks
- Enhanced engagement reporting

Tailored based on your needs and evolving best practices

- Proactive identification of learning opportunities
- System administrator and key user trainings
- Access to SAP Learning Hub, Solution Editions
- Access to best practices, including testing and release methodology

Accelerated support with mitigation tactics

- Best cloud service levels from SAP: 50% faster response time targets for priority 2-4 incidents with SAP product support
- Resolution target on priority 2 incidents
- Prioritization in the support queue
- Additional support expertise and advocacy

+

SAP Enterprise Support, cloud editions

Self-serve and stand ready

- Proactive checks
- Access to product expertise
- SAP Enterprise Support value maps
- Schedule an Expert** and meet-the-expert sessions
- Release update information
- Self-service onboarding, product road map information, and reporting

Enterprise, standardized content

- Learning resources from the SAP Enterprise Support Academy
- SAP Help Portal documentation

Rich support knowledge base and backbone

- Service-level agreements
- SAP support knowledge base / notes
- Next-Generation Support features
- Global support backbone

SAP Preferred Success

Realizing value through every stage of your solution experience

Onboard

Guided Onboarding
Getting Started with SAP Preferred Success. We want to ensure you get the most out of your engagement with us. Learn about your entitlements and benefits as a SAP Preferred Success customer.

SAP Preferred Success Community
Join the SAP Preferred Success Community to collaborate with other SAP cloud users and SAP subject matter experts. Leverage the community to get help, share ideas, and connect with others.

Proactive safe-start approach
Attend a safe-start go-live webinar check to decrease the administrative effort and increase assurance before go-live.

Advanced target service-level agreements
Benefit from quicker initial response times and resolution targets for non-defect issues through enhanced target SLAs. You'll get these from contract signature through the lifetime of your subscription.

Prioritized handling of top issues
Prioritized 24/7 handling of P1 and P2 issues.

Utilize

Metric-driven consumption planning
Realize better business outcomes. Proactive alerts to the SAP Preferred Success teams trigger when your solution and features are underutilized. We then orchestrate success resources on your behalf.

Collaborative and optimized release planning for new features
Prepare for and execute a successful release. Expect proactive notification on release timelines and resources. You'll then receive release notes based on your environment and get suggestions for relevant training.

Testing best practices
Learn the best in testing practices as you prepare for your quarterly release and establish a test strategy.

Exclusive, focused learning components
Leverage the collaborative learning community to gain insight from other users. Access webinars with experts to increase knowledge and understanding on technical and functional topics.

Optimize

System administrator and end-user trainings
Receive relevant and timely training to increase skills of end-users and administrators.

Peak-time planning
Receive invites and access to exclusive webinars that cover best practices for peak-time planning, such as your employee performance or accounts receivable cycles.

Enhanced success and engagement reporting
Access reports and dashboards regarding the engagement and productive use of the solution throughout the entire lifecycle.

Engagement tracking checkpoints
Access success resources to answer questions related to critical issues, reporting, and best practices. You can reach out proactively via the CALL-1-SAP line during business hours.
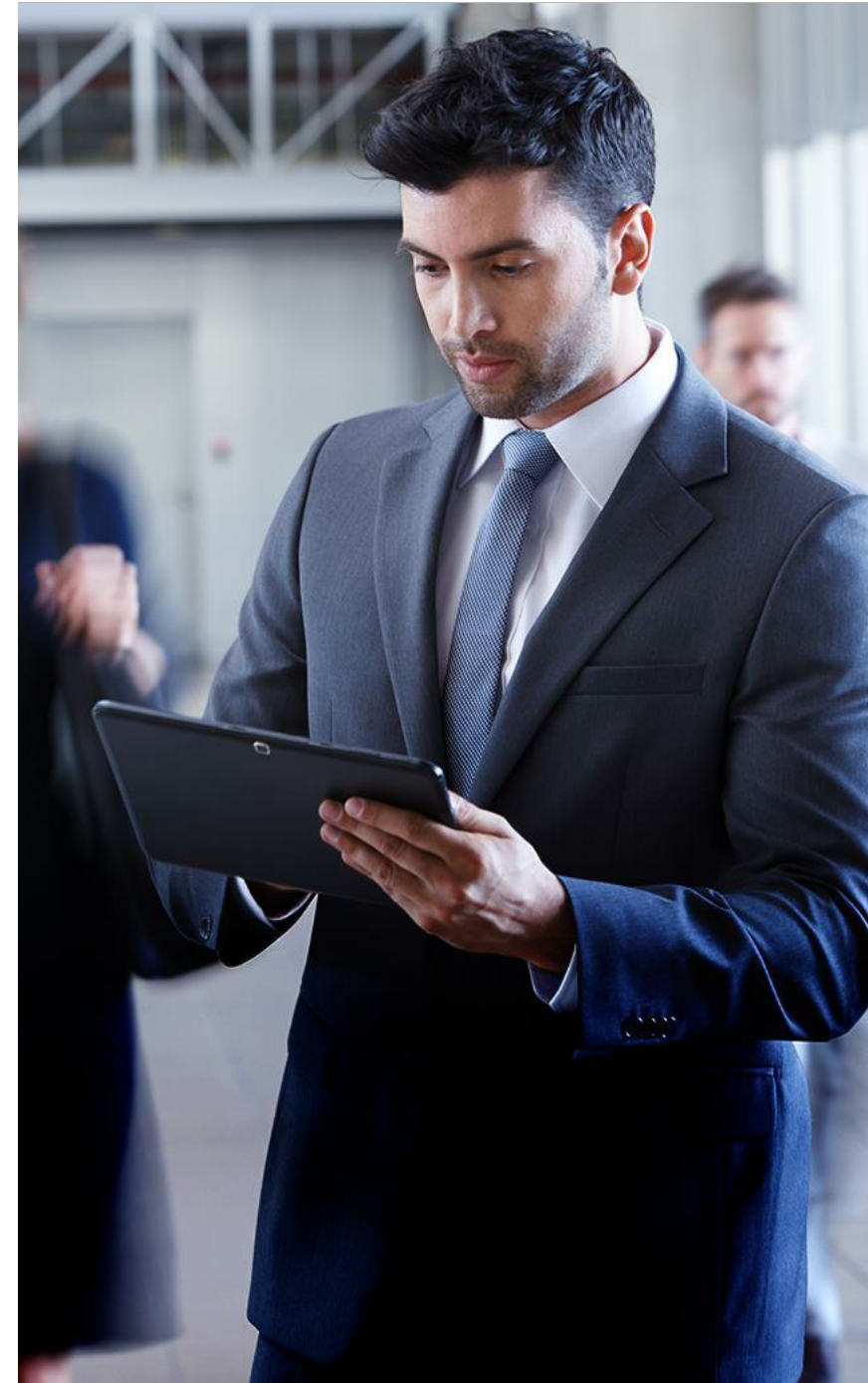
SAP Preferred Success

Advanced Support: Target Service-Level Agreement

Enjoy prioritized 24/7 handling of Priority 1 and Priority 2 issues. Benefit from quicker initial response times and resolution targets for non-defect issues through enhanced target SLAs, which are included with SAP Preferred Success. You'll get these from contract signature through the lifetime of your subscription.

Priority	SAP Enterprise Support, Cloud Editions		SAP Preferred Success	
	Initial Response Time	Resolution Target	Initial Response Time	Resolution Target
1	1 hour (RT)	4 hours (RT)	1 hour (RT)	4 hours (RT)
2	4 hours (RT)	-	2 hours (RT)	3 BD
3	1 BD	-	4 hours (OH)	-
4	2 BD	-	1 BD	-

RT= Real time, OH= Office hours, BD= Business day

Click here to view the SAP Cloud Support Policy with SLA details

Thank you.

Follow us

THE BEST RUN **SAP**

Appendix

GETTING STARTED with Collaboration
Useful Links and SAP Notes (1/4)

COLLABORATION

Contact us (CALL-1-SAP / CIC)	• https://service.sap.com/call1sap
	• https://support.sap.com/contactus
	• https://launchpad.support.sap.com/#/notes/560499
	(SAP Note 560499 - Customer Interaction Center: Hotline Numbers & E-mail Addresses)
Best Practice Guidance Offering	• Hybris Wiki - Best Practice Guidance Offerings
	• Overview Video
	• Book Now
SAP Enterprise Support Report	• SAP One Support Launchpad
	• Collaboration
	• On-Premise sample Enterprise Support Report (short version)
Customer Center of Expertise (CUSTOMER COE)	• https://support.sap.com/en/offerings-programs/ccoe.html
• Primary Customer COE	• https://support.sap.com/en/offerings-programs/ccoe/service-provider/primary-ccoe.html
SAP Support Backbone	
• SAP Support Portal	• https://support.sap.com (→ Personal Demo)
• SAP Community	• https://www.sap.com/community
Additional assistance	• https://help.sap.com/viewer/p/SAP_HYBRIS_CLOUD_FOR_CUSTOMER
	• https://enable.cx.sap.com/
	• https://www.sap.com/training-certification.html
	• https://influence.sap.com/
	• https://wiki.hybris.com/
SAP Enterprise Support Value Maps	• https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy/value-maps.html

GETTING STARTED with Empowerment
Useful Links and SAP Notes (2/4)

EMPOWERMENT

SAP Enterprise Support Academy
- https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy.html
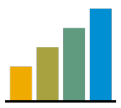
SAP Learning Hub
- SAP Learning Hub - sign up
  - https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy/learn.html
- Quick guide
  - https://support.sap.com/content/dam/support/en_us/library/ssp/offerings-and-programs/sap-enterprise-support/enterprise-support-academy/learning-hub/LH_ESedition_Howto.pdf
- Short video: How to sign up for the SAP Learning Hub
  - https://wpb101101.hana.ondemand.com/wpb/wa/wa_esa/~tag/published/index.html?show=project!PR_9712A06E7F284A2:demo#3
- Short video: How to search in SAP Learning Hub
  - https://wpb101101.hana.ondemand.com/wpb/wa/wa_esa/~tag/published/index.html?library=library.txt&show=book!BO_ED56F57006147E91#slide!SL_4019F96928F4B485
- SAP Enterprise Support Academy - update subscription
  - https://www.sap.com/cmp/nl/enterprise-support-academy/index.html

Delivery Formats
- https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy/delivery-formats.html

Service Details / CQC / Remote Support
- https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy/continuous-quality-check-improvement-services.html
- https://launchpad.support.sap.com/#/notes/91488
  (SAP Note 91488 - SAP Support Services central preparatory note)
- Remote Support

GETTING STARTED with Innovation & Value Realization
Useful Links and SAP Notes (3/4)

INNOVATION & VALUE REALIZATION

SAP Solution Manager
- SAP EarlyWatch Alert Workspace
- SAP EarlyWatch Alert pro-active monitoring
- SAP EarlyWatch Alert
- SAP Note

- https://support.sap.com/en/solution-manager.html
- SAP EarlyWatch Alert Workspace
- SAP EarlyWatch Alert pro-active monitoring
- SAP EarlyWatch Alert
- How to Access the SAP EarlyWatch Alert Fiori Apps in the Cloud (SAP Note 2520319)
- Using SAP EarlyWatch Alert (Note 1257308)
- SAP EarlyWatch Alert processed at SAP (Note 207223)

SAP Support Backbone Update
- Transition essentials

- Creation of users for support hub communication

- https://support.sap.com/en/alm/solution-manager/sap-support-backbone-update.html
- https://support.sap.com/content/dam/support/en_us/library/ssp/sap-solution-manager/transition-to-sap-solution-manager-7.2.pdf
- https://launchpad.support.sap.com/#/notes/0002174416

SAP Enterprise Support Advisory Council

- https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-advisory-council.html

GETTING STARTED with Mission Critical Support
Useful Links and SAP Notes (4/4)

MISSION CRITICAL SUPPORT

SAP ONE Support Launchpad
- https://support.sap.com/en/my-support.html#section_1969201630
- https://www.youtube.com/watch?v=9RutFZ1Qoag
- https://launchpad.support.sap.com/

Next Generation Support
- https://support.sap.com/en/offerings-programs/strategy.html
- Knowledge Base Article 2468675 on how to configure notification for new or changed SAP Notes or SAP Knowledge
- Guided Answers Video
- Guided Answer - Search
- Knowledge Base - Search

Customer Incident
- https://support.sap.com/en/my-support/incidents.html
- https://support.sap.com/en/my-support/knowledge-base.html
- Support Essential: What a Customer Should Know About SAP Incident Processing (PDF)
- SAP Note 2138670 – Perfect Customer Incident: What a customer should know about SAP incident processing with Launchpad

- Opening incidents from application
- Step-by-step guide
  - https://www.youtube.com/watch?v=NuNHIPWfIOM
  - https://www.sap.com/documents/2018/10/febc12f6-227d-0010-87a3-c30de2ffd8ff.html

System Data Maintenance
- https://support.sap.com/en/my-support/systems-installations.html
- https://help.sap.com/doc/erp2005_ehp_04/6.04/en-US/0d/cdabd3065e41f28b2266eefa656489/frameset.htm
- https://launchpad.support.sap.com/#/notes/172481
  (SAP Note 172481- System data maintenance (collective note))

Useful Links and SAP Notes

SAP PREFERRED SUCCESS

SAP Preferred Success Community	• Join the community by registration on the SAP Preferred Success Enablement Portal
	• https://www.youtube.com/watch?v=mRe9tFyUalM
	(Video to summarize the community and help you in getting more out of it)
SAP Cloud Support Policy with SLA details	• https://www.sap.com/about/agreements/cloud-services.html?search=Support&sort=latest_asc
Cloud Availability Center	• https://support.sap.com/en/my-support/systems-installations/cloud-systems-installations.html#section_371600434