SAP Enterprise Support

Customer

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Senior Enterprise Support Advisor
SAP México
Universidad Iberoamericana
13 años experiencia profesional en SAP (México y EU)

- Comenzó como Consultor de Soporte MM
- Logró la Certificación ISO para los procesos de Soporte SAP
- Complaint Management Liaison para LA
- Focus Advisor Security Value Map
- Social Media Ambassador
- CCoE Champion

Objetivos de la sesión

- **Conocer la manera de colaborar con SAP y otros clientes**

- **Cómo reducir el tiempo de respuesta de tus incidentes**

- **Conocer la oferta de transferencia de conocimiento disponible**

- **Cómo desbloquear el valor de su inversión**

A World of Change – A Digital World

Mobile
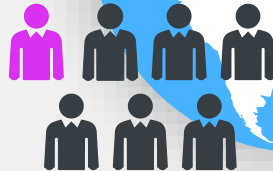There are now more mobile devices on earth than there are people

Cloud
Cloud computing will become the bulk of new IT spend by 2016

Social
More than **one billion** people are actively engaged in social networks

Big data
50 billion devices will be capable of connecting to the Internet, resulting in an explosion in the amount of data

SAP DIGITAL BUSINESS SERVICES

La economía digital ha redefinido a SAP, creamos nuevas soluciones y nos preparamos para la transformación digital.

El modelo comercial también se transformó y ahora tenemos un portafolio de servicios simplificado, todo bajo un mismo contrato.

Estamos comprometidos a llevar a nuestros clientes a la nube para convertirse en empresas digitales a través de S/4HANA como el core digital.

Para esto, lo que antes era Soporte (AGS) y Consultoría se convirtió en: GSS y ahora lo que era GSS se convierte en:

Digital Business Services (DBS).

SAP Digital Business Services
Making you successful through world-class customer-centric support

291,000+ customers

190+ countries

8,000+ SAP support experts

15,000+ SAP developers (as backup)

Global organization

Local organization (54 countries)

24x7x365 availability

With decades of experience and hundreds of thousands of customers worldwide, we've learned quite a bit about what you need to thrive in today's changing world.
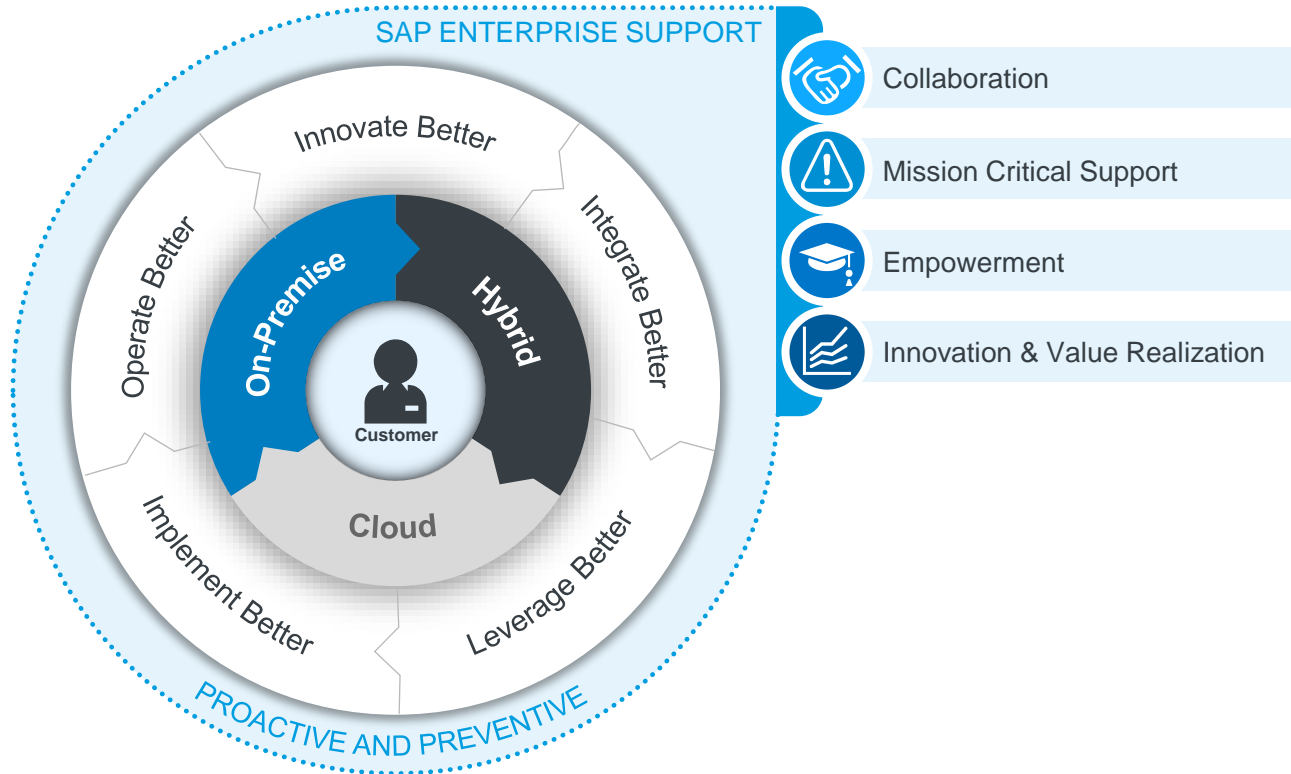
Support Portfolio and Levels
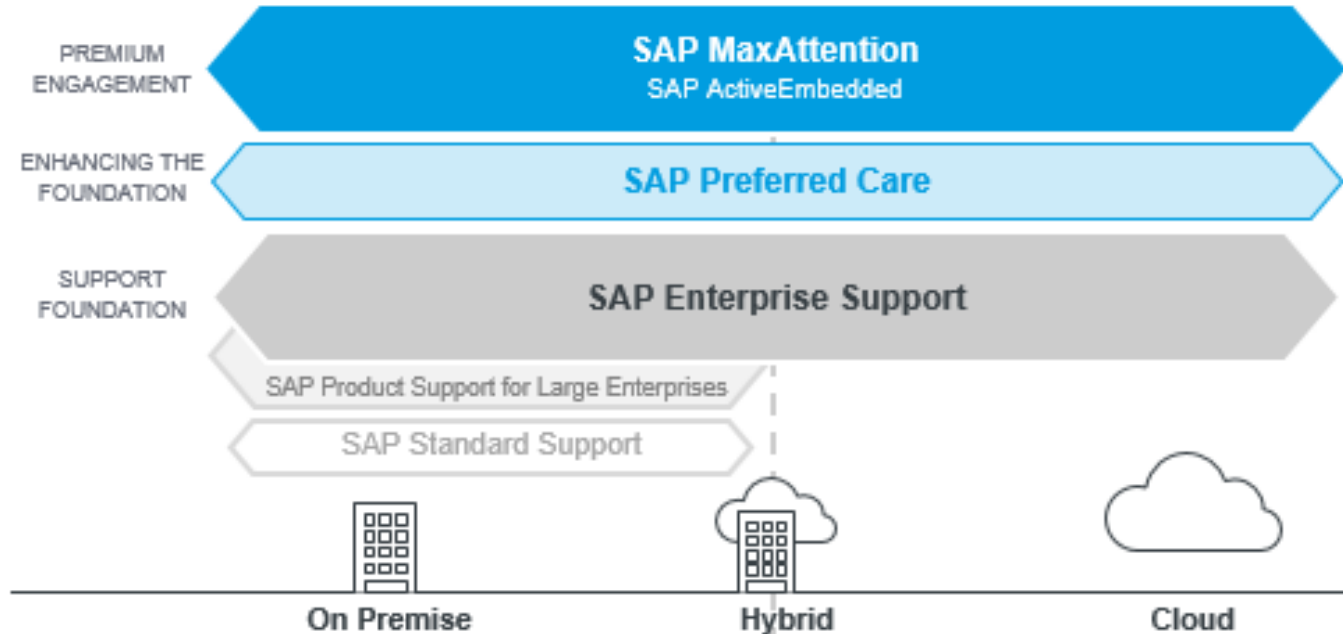
SAP Enterprise Support

Proactivity from day one complementing first class issue resolution

SAP ENTERPRISE SUPPORT

- Faster time to value

- Improved business process continuity

- Continuous business improvement

- Greater innovation agility

- Lower total cost of IT

- Built-in SAP ONE Support capabilities

SAP ENTERPRISE SUPPORT

Innovate Better
Operate Better
Integrate Better
On-Premise
Hybrid
Customer
Cloud
Implement Better
Leverage Better
PROACTIVE AND PREVENTIVE

Collaboration

Mission Critical Support

Empowerment

Innovation & Value Realization

For further details please visit: https://support.sap.com/enterprisesupport

SAP Enterprise Support
Key Elements

GETTING STARTED WITH /

SAP ENTERPRISE SUPPORT

Collaboration

Engage with experts

Mission Critical Support

Rely on business continuity

Empowerment

Enable your people

Innovation & Value Realization

Realize value and innovate faster

SAP Enterprise Support
But how to get started?

GETTING STARTED WITH /

Collaboration

Mission Critical Support

Empowerment

Innovation & Value Realization

/ CALL-1-SAP

/ Customer Interaction Center

/ SAP Enterprise Support Advisory

/ Customer Center of Expertise

/ SAP Support Backbone

/ System Data Maintenance

More information can be found in the Getting Started with SAP Enterprise Support brochure (PDF)

Collaboration
/ phone

📞 **01 800 123 3218**

1 SAP	**2** ARIBA An SAP Company / ABC	**3** hybris software An SAP Company / DEF
4 / GHI	**5** sf / JKL	**6** * SAP / MNO
7 PQRS / Language	**8** TUV / Repeat	**9** WXYZ
	0 +	

- Call our global toll-free telephone number for contacting SAP support - accessible in most countries through landline phones and some mobile providers

- Access to service menu to select a specific product area you require
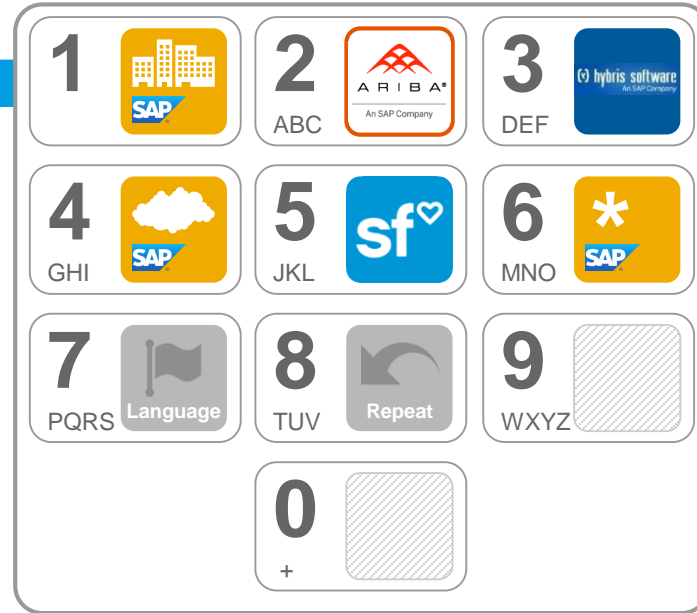
Please start using this number today and enjoy an easier way to contact SAP support!

*) Access the **CALL-1-SAP country list** to see how the new number would be accessible from your country;
In some countries use of mobile / VOIP connections might not be supported

Collaboration
/ Customer Interaction Center

CUSTOMER INTERACTION CENTER (CIC)

Provides 24x7 central point of contact for queries such as:

- Questions and issues around s-user

- SAP Support Portal navigation

- Speeding up (acceleration) and escalation of SAP customer incidents

- Entry channel to SAP Enterprise Support advisory center
  for mission critical support

Contact the
Customer Interaction Center

- SAP Support Portal:
  - support.sap.com/contactus
  - E-mail Addresses
- Phone:
  - SAP Note 560499
  - CALL-1-SAP number

Customer → CIC → Support Advisory

Collaboration
/ SAP Enterprise Support Advisory

SAP ENTERPRISE SUPPORT ADVISORY
A team of specialized Support Advisors that guide you through the
SAP Enterprise Support offerings by:

- Delivering SAP Enterprise Support setup service

- Defining a proactive, tailored support engagement plan

- Identifying the best SAP Enterprise Support Academy education elements

- Providing functional and technical expertise on key areas
  via the SAP Enterprise Support value maps

- Acting as an additional escalation level
  in case of mission critical situations

- Helping to drive innovation

- Providing SAP Enterprise Support Report

- Supporting SAP Solution Manager readiness

- Delivering your Customer Center of Expertise primary certification audit

Additional Information

- SAP Support Portal:
  support.sap.com/esadvisory

- Submit your project
  information to get help
  planning your go-live services
  by filling in the online form

- Collaboration brochure

Collaboration
/ Customer Center of Expertise / Overview

CUSTOMER CENTER OF EXPERTISE (CUSTOMER COE)

Drives transparency and integrated quality management for resolution of critical challenges 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
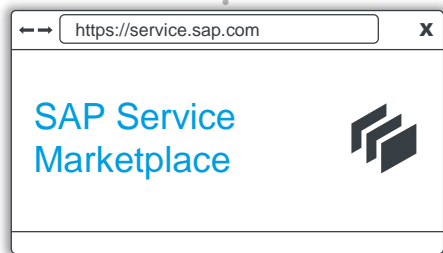
- Maximum 2 years
- Recertification at least every 2 years

Additional Information

- SAP Support Portal:
  - support.sap.com/ccoe
  - Value of Customer COE
- PDF: Getting Started with Primary CCOE Certification

Collaboration
/ SAP Support Backbone

https://service.sap.com	X
SAP Service Marketplace	

https://support.sap.com	X
SAP Support Portal	

https://scn.sap.com	X
SAP Community Network	

Contains a variety of target group specific internet portals

- SAP Support Portal
- SAP Help Portal (product documentation)
- SAP PartnerEdge
- SAP Community Network
- SAP Store
- SAP Training & Certification Shop
- SAP Business One Customer Portal
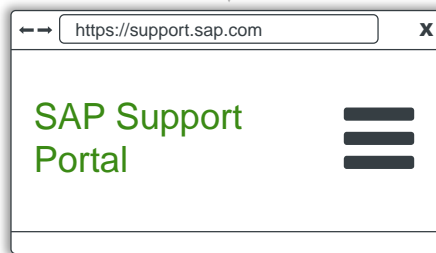
Your one stop for all support and service related needs

- 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

For a personal demo, please register here:
https://support.sap.com/support-programs-services/about/getting-started/portal-demo.html

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

Collaboration
/ System Data Maintenance

SYSTEM DATA MAINTENANCE

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

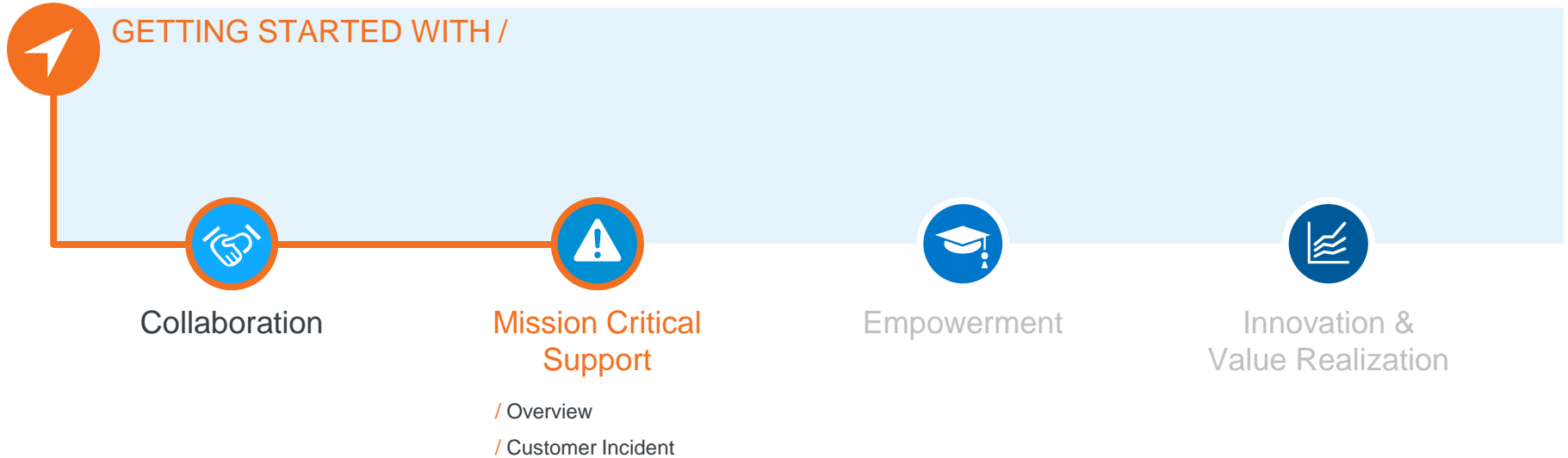- System data synchronization between SAP Solution Manager and SAP Support Portal can be used

Additional Information

- SAP Support Portal:
  - Maintain System Data
  - Learn about System Data Maintenance
  - System data overview report
- SAP Help Portal: Synchronize System Data with SAP Support Portal
- Video: How to maintain System Data
- SAP Note: System data maintenance collective note (172481)

SAP Enterprise Support
But how to get started?

GETTING STARTED WITH /

Collaboration

Mission Critical Support

/ Overview
/ Customer Incident

Empowerment

Innovation &
Value Realization

Mission Critical Support
/ Overview

MISSION CRITICAL SUPPORT

- 24x7 mission critical support based on first-class service level agreements (SLAs)

- SAP Enterprise Support advisory: Additional escalation level in case of mission critical support situations

- 24x7 access to the Customer Interaction Center

- Access to the SAP's global support backbone, including the SAP Service Marketplace and the SAP Support Portal

- End-to-end supportability in hybrid SAP landscapes (incl. access to best practices for integration)

SLAs	INCIDENT PRIORITY	1	2
	Initial Response Time[*]	1 hour	4 hours[**]
	Corrective Action (Work-around / action plan)	4 hours	n/a

BENEFITS
• Accelerated problem resolution for productive system incidents and critical projects
• Minimized business disruption and reduction of unforeseen downtime
• Reduced financial impact of support issues

[*]) Initial response time for prio 1 for on-premise & cloud product related issues 1hr;
[**]) Prio 2: only during SAP's local office time
For further details have a look to the SAP Enterprise Support Scope Description

Mission Critical Support
/ Customer Incident

CUSTOMER INCIDENT

Create customer incident with following content:

- Choose installation and system number

- Select the correct component

- 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 508140*)

- Carefully select the incident priority (*SAP Note 67739*)

- Record only one issue per incident (SAP Note 50048)

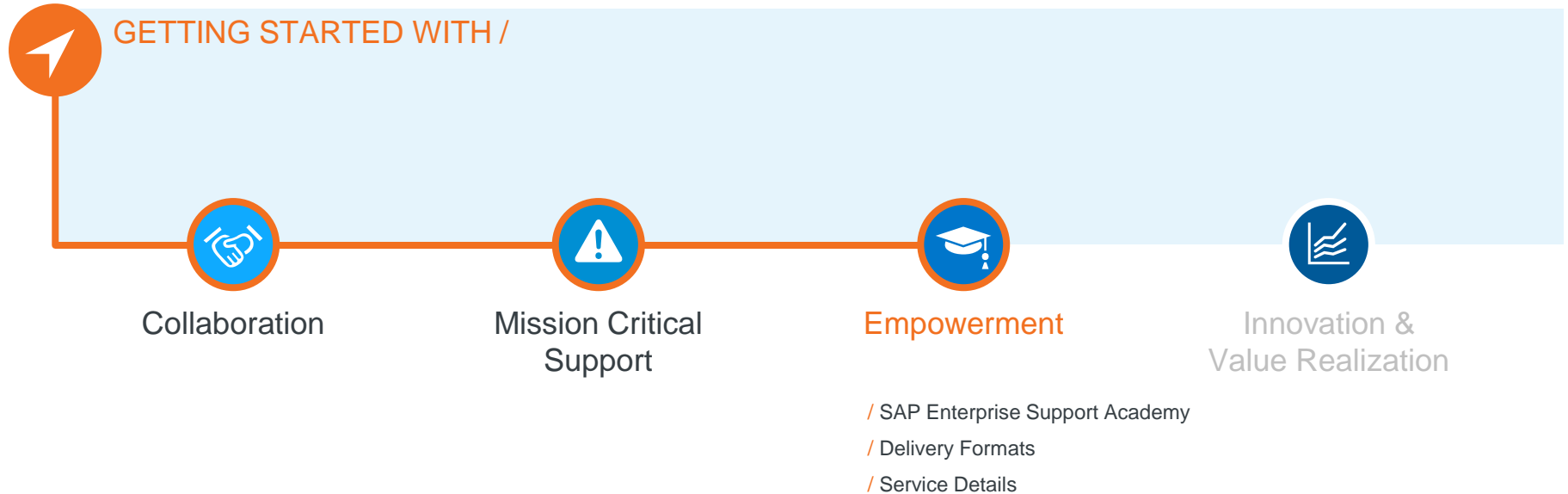For any problem with this application create an incident under component: "*XX-SER-SAPSMP-IBX*"

Additional Information

- SAP Support Portal:
  - support.sap.com/incident
  - support.sap.com/notes
- MTE Replay:
  - The perfect customer incident
  - What a CCOE should know about incident processing
- PDF:
  Support Essential: What a Customer Should Know About SAP Incident Processing
- Quick IQ:
  How to manage incidents on the SAP Service Marketplace

SAP Enterprise Support
But how to get started?

GETTING STARTED WITH /

Collaboration

Mission Critical
Support

Empowerment

Innovation &
Value Realization

/ SAP Enterprise Support Academy

/ Delivery Formats

/ Service Details

Empowerment
/ SAP Enterprise Support Academy

SAP Enterprise Support Academy empowers you to build up the knowledge and skills needed to fully maximize the benefit of your SAP solution, no matter your choice of deployment.

PLATFORM

We help customers easily access SAP Enterprise Support offerings.

PEOPLE

We help professionals stay up-to-date by providing expert content in various formats and levels of detail, thus supporting individualized "just-in-time" learning.

PRACTICE

We help boost collaboration between business and IT units by explaining the SAP Enterprise Support offerings for the key roles in the different functional departments.

Visit us at https://support.sap.com/esacademy
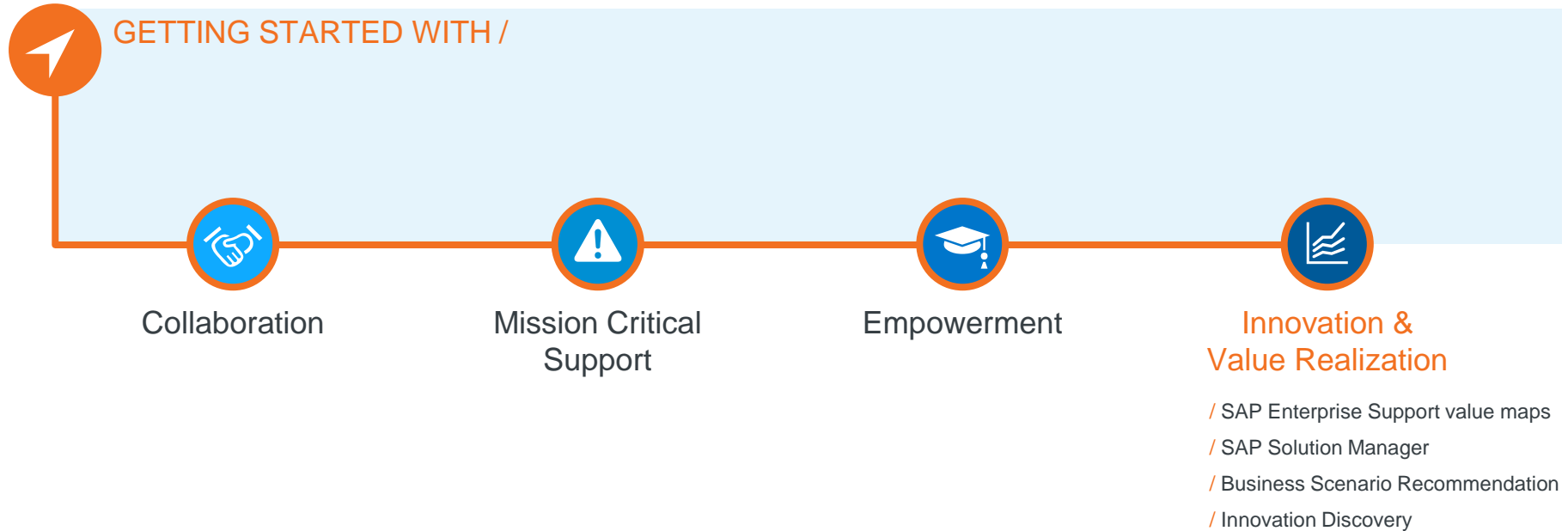
Empowerment
/ Delivery Formats

Expert-guided Implementations (EGI)

Meet-the-Expert sessions (MTE)

Accelerated Innovation Enablement (AIE)

Guided Self-Services (GSS)

Continuous Quality Check and Improvement Services

QuickIQs

Meet-the-Expert Replay Library

Best Practices

SAP Enterprise Support
But how to get started?

GETTING STARTED WITH /

Collaboration

Mission Critical
Support

Empowerment

Innovation &
Value Realization

/ SAP Enterprise Support value maps

/ SAP Solution Manager

/ Business Scenario Recommendation

/ Innovation Discovery

Innovation & Value Realization
/ SAP Enterprise Support Value Maps

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

Navigate to solutions

Select the SAP Enterprise Support value map that addresses your business challenge and discover your individual roadmap that gives guidance on how to best make use of the SAP Enterprise Support offerings.

Expert Guidance

Get personal remote guidance from SAP support experts and engineers who moderate each value map space.

Social Business Collaboration

On-demand expertise through a cloud-based social collaboration platform (SAP Jam), connects you directly with SAP experts and peers – also from your mobile device.

DELIVERABLES

Visit us at https://support.sap.com/valuemaps

powered by
SAP Enterprise Support Academy

Innovation & Value Realization
/ SAP Enterprise Support Value Maps

GENERALLY AVAILABLE

- Solution Manager Setup
- SAP S/4HANA & SAP HANA
- Cloud & Hybrid
- Change Control Management
- Business Decision Makers
- Analytics
- Data Volume Management
- Security
- Custom Code Management
- Technical Monitoring & Alerting
- Mobile Solution
- Test Management

2 min Video Demo

Frequently Asked Questions

Solution Manager Setup

SAP HANA

Cloud & Hybrid

Change Control Management

Business Decision Makers

SAP Analytics Solutions

Data Volume Management

Security

Custom Code Management

Technical Monitoring & Alerting

SAP Mobile Solutions

Test Management

powered by
SAP Enterprise Support Academy

Innovation & Value Realization
/ SAP Solution Manager

SAP Solution Manager is the central application lifecycle management hub for both SAP and non-SAP solutions: on premise, or in the cloud.

Improve IT Management

Enable Business Innovation

Leverage SAP Innovations

DELIVERABLES

- Proactive detection of potential issues
- Ensure business continuity
- Minimize IT efforts and complexity
- Reduce operational costs

- Ease introduction of business innovations
- Faster value realization
- Value prediction and realization of the business strategy

- Introduce and implement game-changing SAP innovations like SAP HANA and cloud
- Manage SAP innovations like any other solution today
- Leverage full potential out of your partnership with SAP

Innovation & Value Realization
/ SAP Solution Manager / Install and Configure

SAP SOLUTION MANAGER

Provides all capabilities and enables all services for SAP Enterprise Support:

- SAP recommends the installation of SAP Solution Manager 7.1

- SAP Solution Manager 7.1 is configured using an automatic basic configuration (accessible via transaction code *SOLMAN_SETUP*)

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

Additional Information

- SAP Support Portal:

  – support.sap.com/solutionmanager

  – SAP Solution Manager usage rights

- SAP Help Portal:
  SAP Solution Manager

Innovation & Value Realization
/ SAP Solution Manager / Remote Support

ESTABLISH REMOTE CONNECTIVITY TO SAP

SAP's remote support infrastructure enables efficient support processes, by allowing SAP support employees access to the customer's solution from SAP's network.

This infrastructure is used for several SAP Enterprise Support components:

- Continuous quality checks

- Incident management

- Software updates

- Knowledge databases and communities

- SAP EarlyWatch Alert

Additional Information

- SAP Support Portal: support.sap.com/remote-support.html

Innovation & Value Realization
/ SAP Solution Manager / Activate SAP EarlyWatch Alert

SAP EARLYWATCH ALERT

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
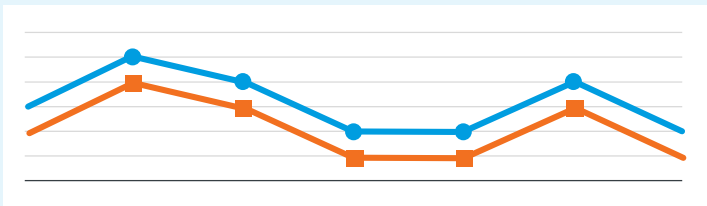
- ● Avg. Response Time
- ■ Avg. DB Time

Additional Information

- SAP Support Portal: support.sap.com/ewa
- SAP Help Portal: SAP EarlyWatch Alert
- SAP Note:
  - Using SAP EarlyWatch Alert (Note 1257308)
  - SAP EarlyWatch Alert processed at SAP (Note 207223)

Innovation & Value Realization
/ SAP Solution Manager / Define Solution Landscape

DEFINE SOLUTION LANDSCAPE

Mission critical support requires comprehensive documentation of:

- Existing solutions
- Business processes
- Custom code
- Interfaces and partner solutions

Use the SAP solution documentation assistant
to determine the business processes that are used in
production systems and display this use graphically
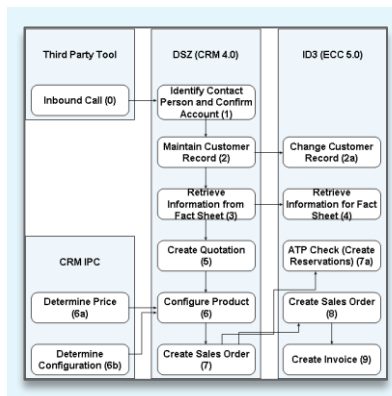
Additional Information

- SAP Support Portal:
  Solution Documentation
  Overview

- PDF:
  - SAP Standard Solution
    Documentation
  - SAP Solution Documentation
    for Custom Development
  - SAP Solution Documentation
    Assistant

Innovation & Value Realization
/ SAP Solution Manager / Root Cause Analysis

ROOT CAUSE ANALYSIS

Setup SAP Solution Manager Diagnostics:

- Provides efficient and safe end-to-end root cause analysis of incidents

- Supports ABAP, Java, or C(++), Microsoft .NET framework

Standardizes, aggregates, and correlates:

- Performance and resource metrics

- Access to technical configuration

- Exceptions (critical logs and dumps) and traces

- Transparency on changes to software
  (code), configuration, or content

Additional Information

- SAP Community Network:
  - SAP Solution Manager Diagnostics
  - Root Cause Analysis

- PDF:
  Root Cause Analysis Overview Presentation

Innovation & Value Realization
/ Innovation Discovery

INNOVATION DISCOVERY

Provides guidance how to turn the adoption of innovations into tangible value for the business.

MAIN OBJECTIVES

- IT and line of business clearly understand the value and the implications of SAP's innovation

- Includes usage based information of the customer's system landscape

- Use the Innovation Service as a free-of-charge 'Self-Service'
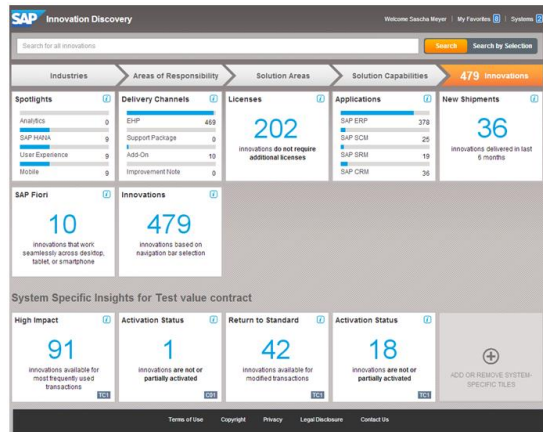
Additional Information

- SAP Service Marketplace: service.sap.com/innovation-discovery

- PDF: SAP Innovation Discovery Documentation

- MTE Replay: Innovation Discovery for SAP Business Suite

Appendix

Useful Links and SAP Notes (1/3)

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)
SAP Enterprise Support Advisory	• https://support.sap.com/esadvisory • Collaboration brochure (PDF)
Customer Center of Expertise (CUSTOMER COE)	• https://support.sap.com/ccoe • https://support.sap.com/support-programs-services/ccoe/value.html • Getting Started with Primary CCOE Certification (PDF)
SAP Support Backbone • SAP Service Marketplace • SAP Community Network • SAP Support Portal	• https://service.sap.com • https://scn.sap.com • https://support.sap.com (→ Personal Demo)
System Data Maintenance	• https://support.sap.com/system-data • https://launchpad.support.sap.com/#/notes/172481 (SAP Note 172481- System data maintenance (collective note))

Useful Links and SAP Notes (2/3)

MISSION CRITICAL SUPPORT

Overview
SAP Enterprise Support Scope Description

- https://support.sap.com/support-programs-services/offerings/enterprise-support/scope.ht

Customer Incident

- https://support.sap.com/incident
- https://support.sap.com/notes
- Support Essential: What a Customer Should Know About SAP Incident Processing (PDF)

EMPOWERMENT

SAP Enterprise Support Academy

- https://support.sap.com/esacademy

Delivery Formats

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

Service Details / CQC

- https://support.sap.com/content/sap-root/support-programs-services/offerings/enterprise-support/academy/delivery/continuous-quality-check.html
- https://launchpad.support.sap.com/#/notes/91488
  (SAP Note 91488 - SAP Support Services central preparatory note)
- https://launchpad.support.sap.com/#/notes/1793264
  (SAP Note 1793264 - Advanced Remote Service Delivery Customer info)

Useful Links and SAP Notes (3/3)

INNOVATION & VALUE REALIZATION

SAP Enterprise Support value maps
- https://support.sap.com/valuemaps

SAP Solution Manager
- Install and Configure
- Remote Support
- Activate SAP EarlyWatch Alert
- Define Solution Landscape
- Root Cause Analysis

- https://support.sap.com/solutionmanager
- https://support.sap.com/remote-support.html
- https://support.sap.com/ewa
- https://support.sap.com/solution-manager/processes/solution-documentation.html
- https://wiki.scn.sap.com/wiki/display/TechOps/RCA_Home?original_fqdn=wiki.sdn.sap.com

Business Scenario Recommendation
- BSR for SAP S/4HANA
- BSR for Cloud Solutions

- https://s4hana.com
- https://cloudapps.suiteonhana.com

Innovation Discovery
- https://service.sap.com/innovation-discovery

Run Simple with SAP Enterprise Support…
→ visit us at https://support.sap.com/enterprisesupport
→ check out the Getting Started with SAP Enterprise Support brochure (PDF)

GRUPOS DE INTERÉS

ASUGMEX
Asociación de Usuarios SAP México

En Julio 2016: S/4 Hana
23 Junio MTY Info Day T...

*Inicio 22 de septiembre 2015
*Sesiones: 6 virtuales y 2 presenciales
...medio: 50

*Kick Off 31 May...
*Sesiones: 1 virtu...

...de octubre 2015
: 3 virtuales y 1 presencial
s participantes promedio: 25
...ntes Promedio: 30

*Kick Off 26 Abril, 20...
Prox. Sesión: 21 Jun...
*Sesiones: 1 virtual
*Empresas participan...

...diciembre 2015
...2 virtual
...participantes promedio: 20
...tes Promedio: 30

*Inicio
*Sesiones: 1 virtual, 1 presencial
*Empresas participantes promedio: 50
*Participantes Promedio: 55

Transformación
Digital

CONFERENCIA ANUAL
ASUGMEXICO 2016
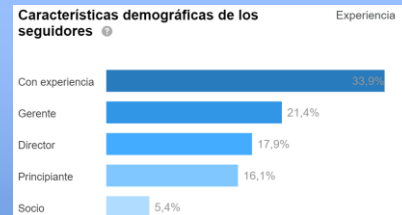Revoluciona la Experiencia y descubre lo que la Transformación Digital puede hacer por ti

ASUGMEX
Asociación de Usuarios de SAP en México A.C.

26 de Octubre 2016. CD. México

Puntos de Encuentro

http://asug.mx/
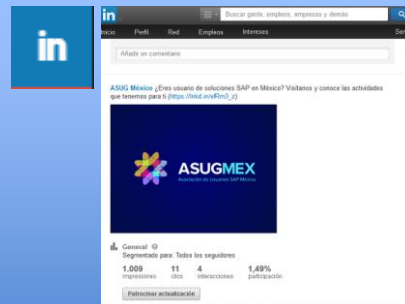
Linkedin: ASUG Mexico (Grupo)
ASUG Mexico (Empresa)
ASUGMX Grupo de Interés "Gestión de Proyectos"

Twitter: @ASUGMEX
Twtter: @SIG_PM_ASUGMX

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ASUGMEX
Asociación de Usuarios SAP México