Influencing SAP: Customer Connection

Global Customer Kickoff: HCM Payroll Intercompany Mexico

Heike Kalwak - Project Manager
Hugo Rodriguez -Local Product Manager
July 2016

Customer

SAP®

Legal disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this document, except if such damages were caused by SAP´s willful misconduct or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

- **Why are we inviting you to this project …?**

- **How does it work …?**

- **Why is Customer Connection involved …?**

- **What is the Customer Connection program all about…?**

Why are we inviting you to this project …

- **ASUG Mexico SIG has requested Globalization Service Mexico to implement new functionalities for HCM Payroll Intercompany Mexico**

- **During the evaluation Management identified that these functionality could be helpful for companies with subsidiaries in Mexico as well**

- **Now we would like to ask you to provide your feedback on your business need of these improvements**

How does it work and why is Customer Connection involved?

- **Provide your feedback on your business need of these improvements by your customer subscription (vote)**

- **Customer Connection has a Collaboration tool and process in place that will be used for this purpose**
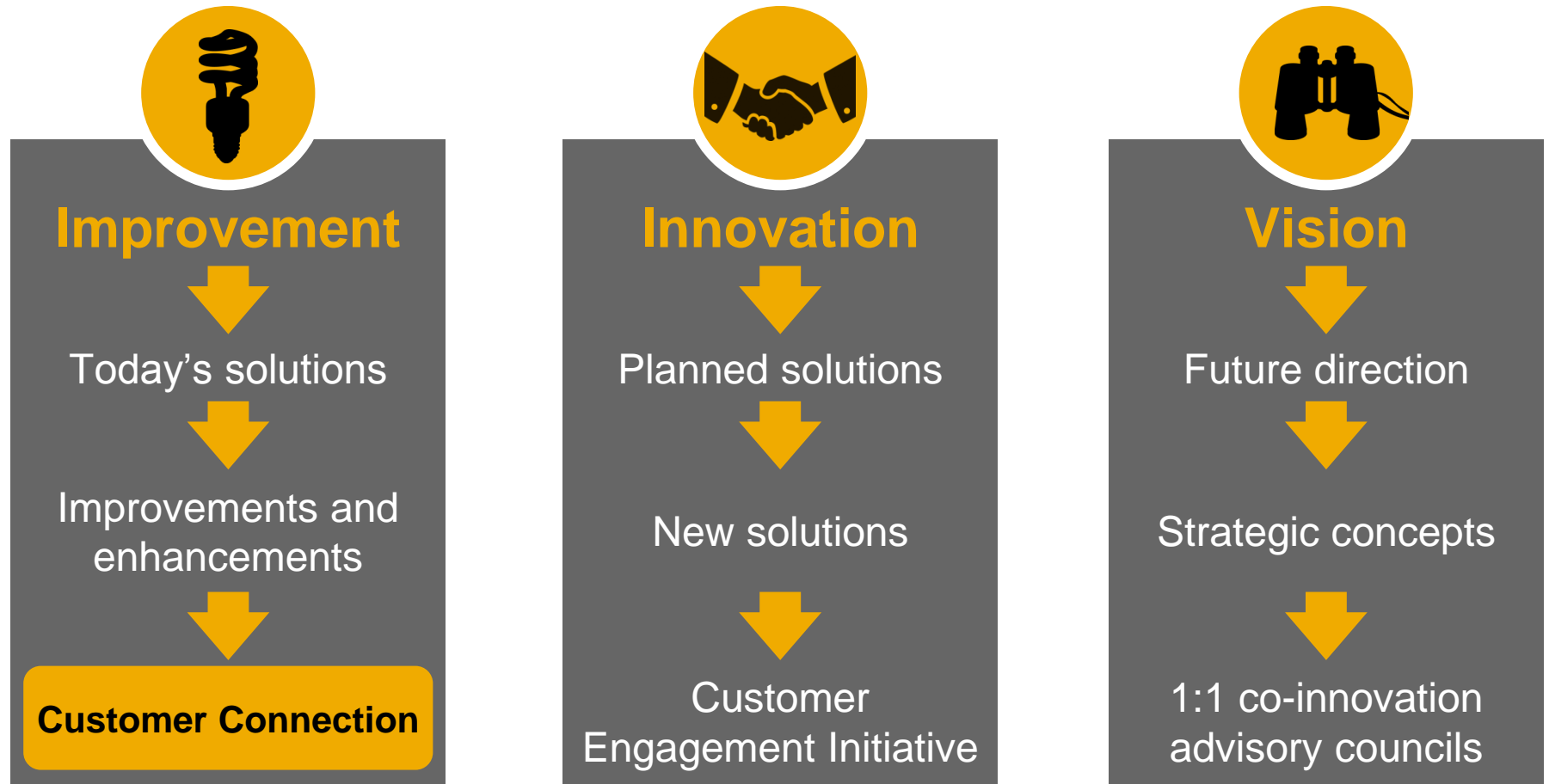
- **System demo will be given in a few minutes…**

What is the Customer Connection program all about…?

- **Customer Connection Program is one of three SAP initiatives for customers to participate and to submit improvements for existing products and solutions they have in place**

- **Influence projects are requested by SAP user groups**

- **We run Projects based on a project approach with a fix Scope and Timeline**

- **Tool is supporting project collaboration**

Details about initiatives for inviting customers to participate in SAP product development: influence.sap.com

Three initiatives invite customers to participate
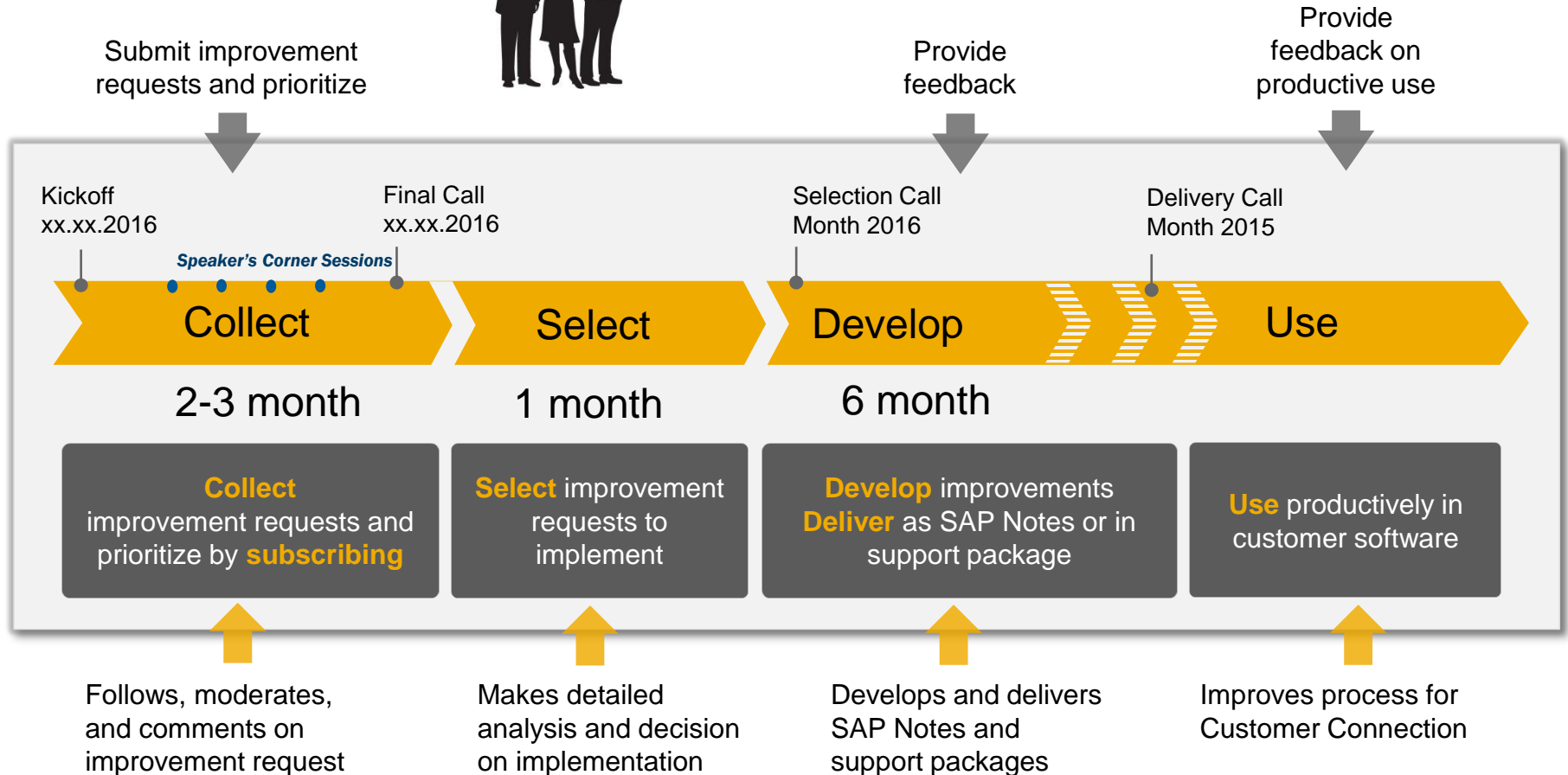## Overview

Improvement

⬇

Today's solutions

⬇

Improvements and enhancements

⬇

Customer Connection

Innovation

⬇

Planned solutions

⬇

New solutions

⬇

Customer Engagement Initiative

Vision

⬇

Future direction

⬇

Strategic concepts

⬇

1:1 co-innovation advisory councils

Details about initiatives for inviting customers to participate in SAP product development: influence.sap.com

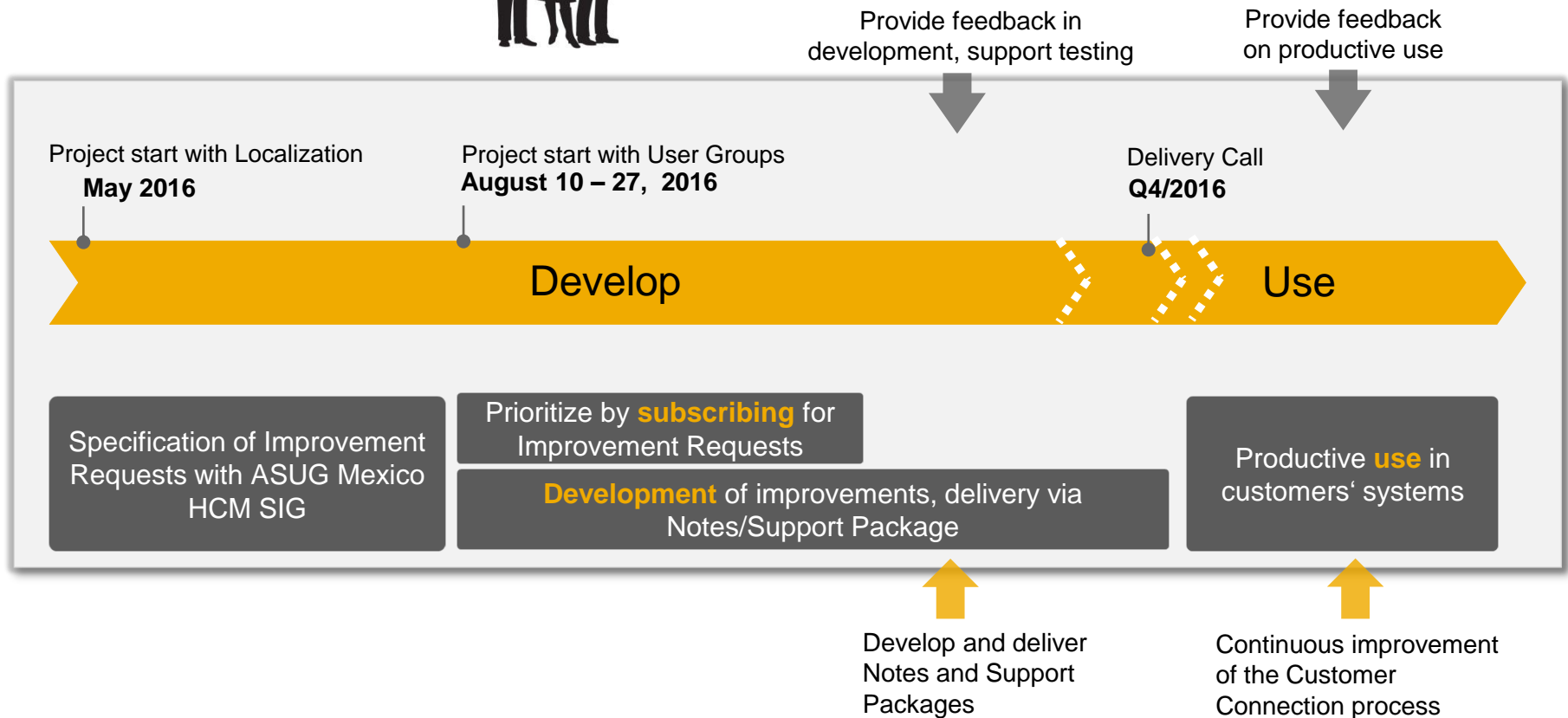# **Customer Connection** Project timeline (proposal)

Customers

Submit improvement requests and prioritize

Provide feedback

Provide feedback on productive use

Kickoff
xx.xx.2016

Final Call
xx.xx.2016

Selection Call
Month 2016

Delivery Call
Month 2015

Speaker's Corner Sessions

Collect	Select	Develop	Use
2-3 month	1 month	6 month	

Collect improvement requests and prioritize by **subscribing**

Select improvement requests to implement

Develop improvements **Deliver** as SAP Notes or in support package

Use productively in customer software

Follows, moderates, and comments on improvement request

Makes detailed analysis and decision on implementation

Develops and delivers SAP Notes and support packages

Improves process for Customer Connection

SAP **Project Team**

Customer Connection Focus Topic:
HCM Payroll Intercompany Payments - ASUG México Timeline

Customers

Provide feedback in development, support testing

Provide feedback on productive use

Project start with Localization
May 2016

Project start with User Groups
August 10 – 27, 2016

Delivery Call
Q4/2016

Develop

Use

Specification of Improvement Requests with ASUG Mexico HCM SIG

Prioritize by **subscribing** for Improvement Requests

Development of improvements, delivery via Notes/Support Package

Productive **use** in customers' systems

Develop and deliver Notes and Support Packages

Continuous improvement of the Customer Connection process

SAP **Project Team**

Scoped Improvement Requests (IR)

Scoped	Improvement Request is planned for development within the develop phase of the focus topic.

ID	IR title	Subscribed customers / IR owner	How to deliver (Note, SP only)?	Planned availability[1]	Releases/ EHPs
D11739	Legal reporting (taxes, social security) for other company payments	Ma. Elena Gutierrez L.	Improvement Note and SP	Q4/2016	downport till 600
D11736	Pay slip printing report for off-cycles of different company	Ma. Elena Gutierrez L.	dito	Available for pilot customers	dito
D11740	Payroll general reporting (informative reports) for other company payments	Ma. Elena Gutierrez L.	dito	Q4/2016	dito
D11735	Digital invoicing for off-cycle pay slips of different company	Ma. Elena Gutierrez L.	dito	Available for pilot customers	dito
D11738	Bank transfer preparation for off-cycles of different company	Ma. Elena Gutierrez L.	dito	Available for pilot customers	dito
D11734	Off-cycle payments for a different company	Ma. Elena Gutierrez L.	dito	Available for pilot customers	dito
D11737	Accounting preparation for off-cycles of a different company	Ma. Elena Gutierrez L.	dito	Available for pilot customers	dito

[1] planned – no commitment on release dates

Customer Influence site for customer collaboration

Global co-operation of customers in the projects via the collaboration site **Customer Influence:**

- Submit improvement request

- **Subscribe** to improvement request and support the prioritization
  (*by subscription, customers state to use the improvement in their productive systems*)

- Comment on improvement requests

- Follow improvement requests (get notified)

- Follow-up our Focus Topic roadmap and be prepared for new projects of your interest

- Collaboration language is English

Contribute and Influence

http://influence.sap.com ›
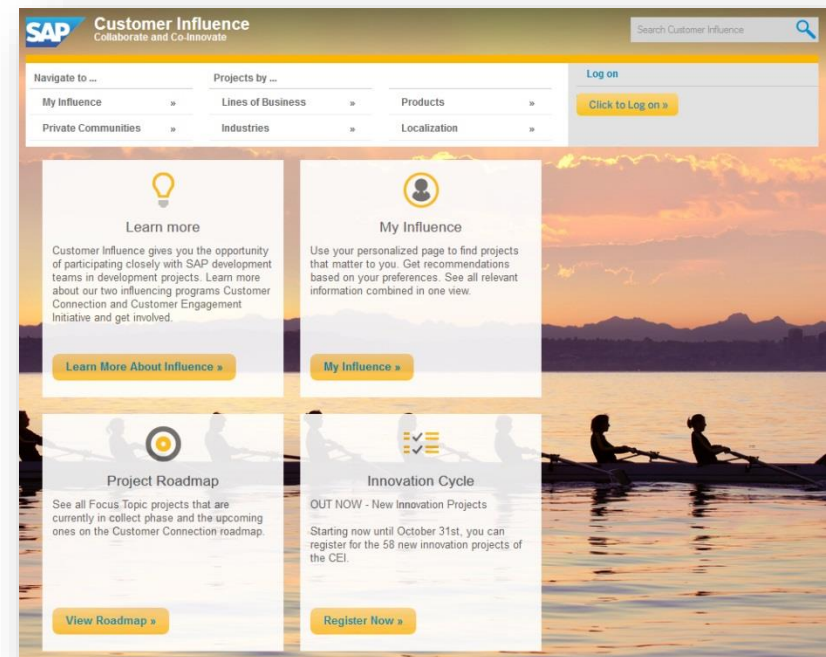
Next steps

- **Log on to** Customer Influence site

- **Subscribe** for Improvement Requests posted on Customer Influence
  direct link to Focus Topic project workspace for **ASUG Mexico - HCM Payroll Intercompany Payments** https://influence.sap.com/ASUGMexicoHCMPayroll

Questions & Answers

Thank you

For further questions:

Heike Kalwak
T +49 6227 7-47354
E heike.kalwak@sap.com

Heike Kalwak
Customer Connection
SAP AG │ Dietmar-Hopp-Allee 16 │ 69190 Walldorf │ Germany
T +49 6227 7-47354 |
E heike.kalwak@sap.com
www.sap.com

Appendix

Customer Connection Program
The characteristics within

Improvement

Today's solutions

Improvements and enhancements

Customer Connection

Intensive collaboration between customers, SAP user groups/customer communities and SAP

- Influence projects are requested by SAP user groups/customer communities.
- Improvement requests (IRs) are **submitted** and **prioritized by customers**.
- IRs are **considered by SAP** if they are **supported by at least 5 customers** (minimum requirement for qualification).
- All qualified IRs then get **evaluated by SAP** and a **final decision is taken**.
  - Depending on the evaluation results, not all qualified IRs might be developed.
- Once SAP approves your IRs, the SAP development team works with you to **create, test and deliver the improvements** appropriately.

Fast and transparent project execution, easy benefit

- **Continuous feedback loop** on the status of each Improvement Request
- **Reliable planning** trough early communication of project milestones (for SAP as well as customers)
- **Low implementation effort**, easy-to-consume, free

Collaboration supported by a dedicated tool framework

- **Customer Influence site** – as the collaboration platform

Legal agreements in SAP Influence Programs

Terms of Use

- Accepted during account creation

- Contains individual terms of platform usage
- Ensures data protection and data privacy

- Required by every user account

Feedback Agreement (FbA)

- Signed by company

- Allows SAP to use customer feedback
- Ensures confidentiality on company level
- Allows SAP to change plans

- Required by IR owner and subscriber companies

Confidentiality and Privacy Statement (CPS)

- Signed by individual person

- Allows third parties to access SAP systems and locations
- Contains security and confidentiality terms on individual basis

- Required for onsite testing activities at SAP location

Confidentiality and Privacy Statement (also known as "C user Agreement")

Customer Connection
Customer roles in projects

Improvement request owner

- Submits improvement request
- Acts as point of contact for SAP
- Supports development phase during specification, test, and validation

§ Feedback Agreement required for participation in specification reviews and test workshops

Subscribing customer

- Subscribes to improvement requests (1 subscription per company)
- Plans to use improvement productively
- *Optional:* supports development phase during specification, test, and validation

§ Feedback Agreement required for participation in specification reviews and test workshops

Followers

- Follows project activities
- Receives e-mail notification from Customer Influence site to stay informed

Customer Influence
Why is a Feedback Agreement (FbA) needed?

The Feedback Agreement describes the principles of the working relationship with all involved parties. The most important ones are:

Intellectual Property (IP):

Customers want to influence SAP software (maybe even services). Customers want to see their feedback/ideas in SAP software. For being able to actually incorporate such feedback in our software, SAP needs the right to do so. That's why SAP needs a royalty free license. SAP does not want the Intellectual property on the feedback/ideas. This remains with the customers, such that customers could use that IP to create own solutions or even products. Section 6 of the Feedback Agreement says that very clearly.

Non-disclosure:

All information and feedback exchanged needs to be treated as confidential, needs to stay within the group. This is true for information SAP discloses as well as info customers disclose to SAP or to each other. In many cases we share either immature planning or internal information, that needs to be treated confidential. This is being handled in the feedback agreement section.

Customer Commitment:

In many cases we discuss software to be built or shipped in 1-2 years time. Sometimes (when we discuss research topics) even longer. As you never know what the future will bring, SAP needs to have the ability to change plans.

Customer Influence
How users get access

There are two options how to create a user account for the Customer Influence site:

Log on with existing S-user

You can simply enter your S-user credentials to log on to Customer Influence. All information is taken from your existing account and you can benefit from the use of a Single-Sign-On certificate.

Enter you S-user and click on

Register new public user

If you do not have an S-user account at hand, you can also register a new public user.

Click on

Customer Influence site in a nutshell
Project overview

Check project phases, timeline and description.

Follow a project in order to receive notifications about:

- Phase changes
- New submissions

Use the Contact project manager link in case of any questions.

Lorem Ipsum Test

| Home | Requests | Events & Documents | « Back |

Phase Widget

| Define Completed | Collect 6 months left | Select Starts in 6 months | Develop Starts in 8 months | Use Starts in a year |

173 Days Remaining
Submit new request »

★ Follow this project »
✉ Send as email »
👤 Contact project manager »

⊟ **Focus Topic Description**

Scope of project
This Customer Connection project for SAP … is focused on …

In scope:
In this Customer Connection project for … we will focus on functional improvements and roundups with small effort, related to … for all releases in mainstream maintenance.
- Example 1
- Example 2

Out of scope:
- Example A
- Example B

Read more about a Focus Topic: **our goals, your roles and the planned activities.**

⊟ **Recent Blog Posts**
Lorem Ipsum *(0 comment)*

Customer Influence site in a nutshell
Subscribe to request

View a request and click on the button Subscribe now in order to Subscribe[1] to it. In some projects SAP will ask for the release you intend to make use of the improvement. You can Unsubscribe from a request by clicking on the button another time.

Follow a request in order to receive notifications about:

- Status changes
- Comments

[1] Users are automatically subscribed to its own requests

Customer Influence site in a nutshell
Events and documents

On the Events and Documents tab you will find announcements to the various events of the project (Kickoff, Selection, or Delivery Call), as well as documents and recordings of the past ones.

By visiting the project you are automatically subscribed to notifications about new events. You can unsubscribe from these notifications at any time.