

SAP Enterprise Support Value Maps

The next level of collaboration for
Digital Transformation



ASUGMEX
Asociación de Usuarios SAP México

SAP Global ES & PC

Self-Introduction

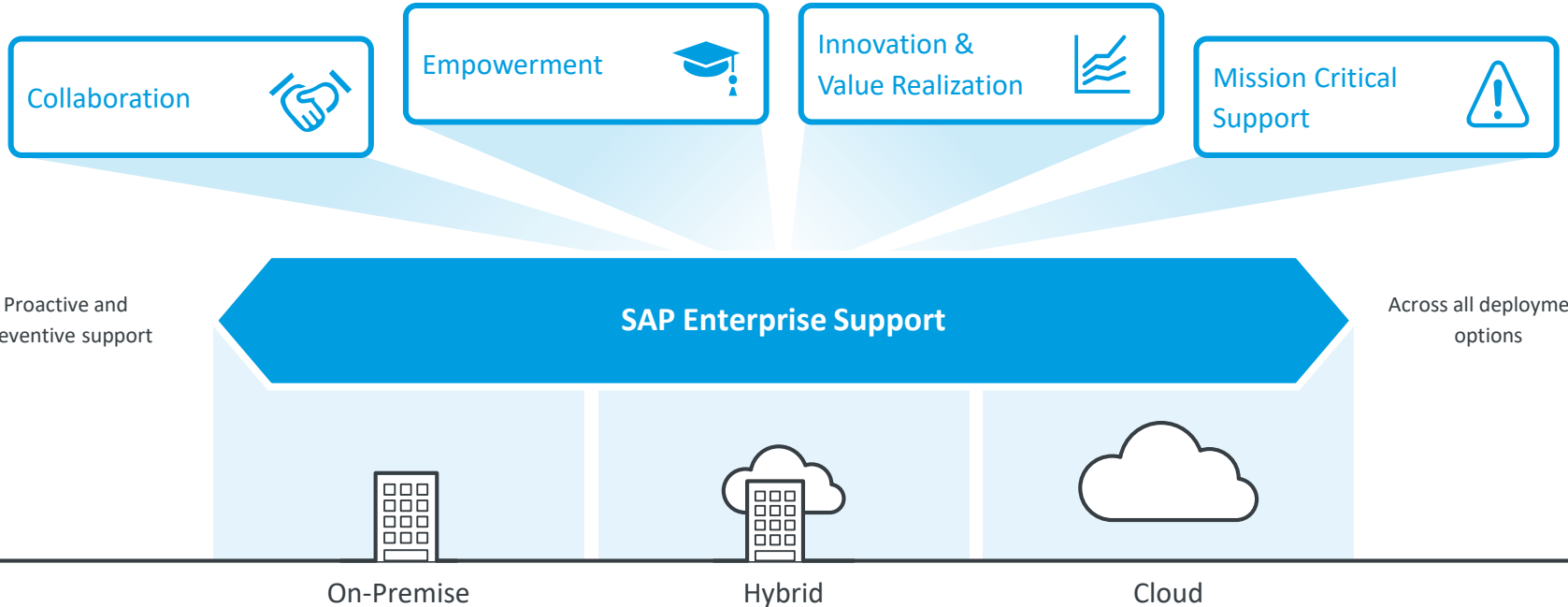


I have been with SAP as an Enterprise Support Advisor for 3 years. I proactively communicate with customers and help them to take advantage of Enterprise Support offerings.

With SAP Value Maps you can make this possible. This is why 2 years ago I became Focus Advisor, since the pilot face, of the Run SAP Solution Manager Value Map as a first-level support to the customers by assisting them with resolving their Solution Manager configuration related issues.

SAP Enterprise Support

Proactivity from day one complementing first class issue resolution

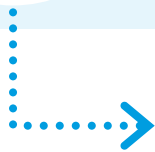


Enterprise Support value maps

Embedded into SAP Enterprise Support Academy



SAP Enterprise Support Academy empowers you to build the knowledge and skills needed to 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.

SAP Enterprise Support Academy

Delivery Formats



SAP Enterprise Support Value Maps

Your fast lane to support expertise



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

DELIVERABLES



Guided Approach

Select the SAP Enterprise Support value map topic that addresses your business challenge, discover your individual roadmap, use the SAP Enterprise Support offerings step-by-step to reach your objective.



Social Collaboration

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



Expert Access

Obtain guidance from the SAP support experts who moderate each value map group.

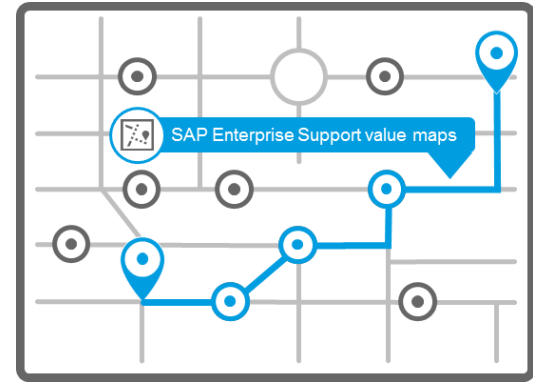
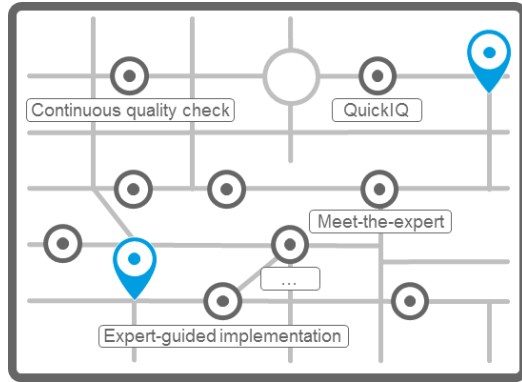


Empowerment

Build the knowledge and skills you need to successfully manage your transformation to the digital economy.

SAP Enterprise Support Value Maps

How do you find the right services to reach your objective?



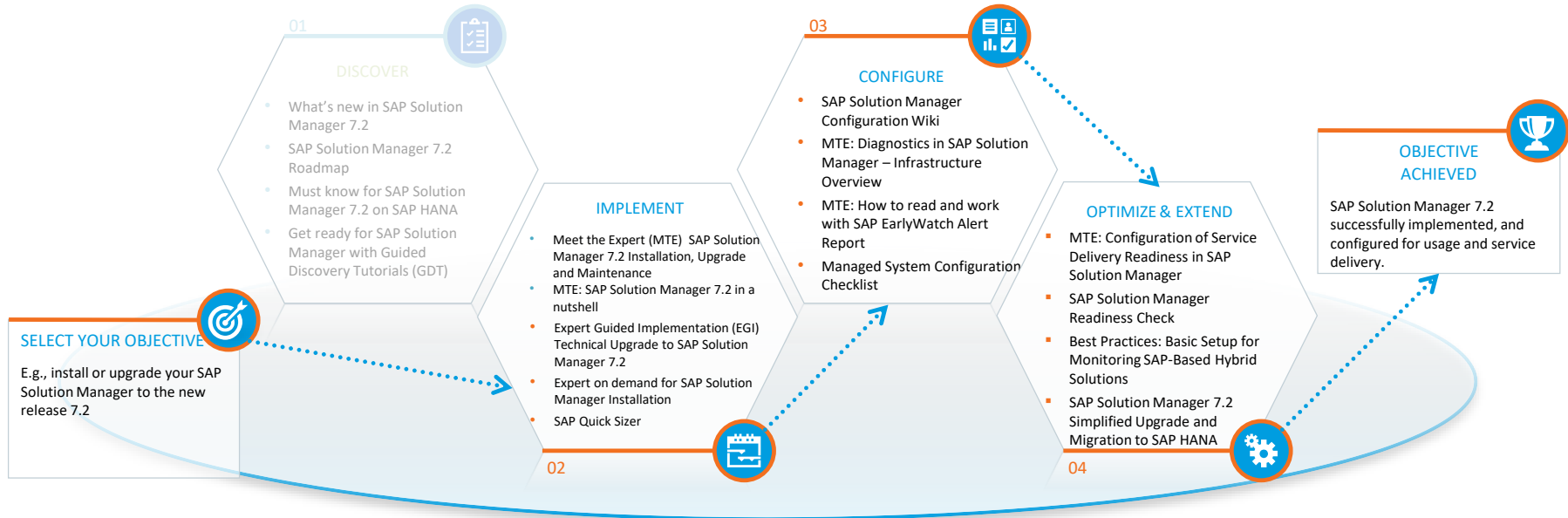
SAP Enterprise Support comprises a vast portfolio of services and tools. But how do you find those that are meaningful and relevant to reach your objective?



Similar to a vehicle navigation system, **SAP Enterprise Support value maps** help you to discover the best route to achieve your objectives and ultimately arrive at your final destination.

Run SAP Solution Manager Value Map

Objective-based approach*



Questions/ functional help required?
Functional experts collaborate via SAP Jam

* Not all steps in value map mentioned here
Check out our new [SAP Jam Tutorial](#) (also available for [download](#))

Run SAP Solution Manager Value Map

Required investments from customers*



OBJECTIVES



HUMAN RESOURCES (100% workload)



TIME



PROJECT DURATION (summarized effort)

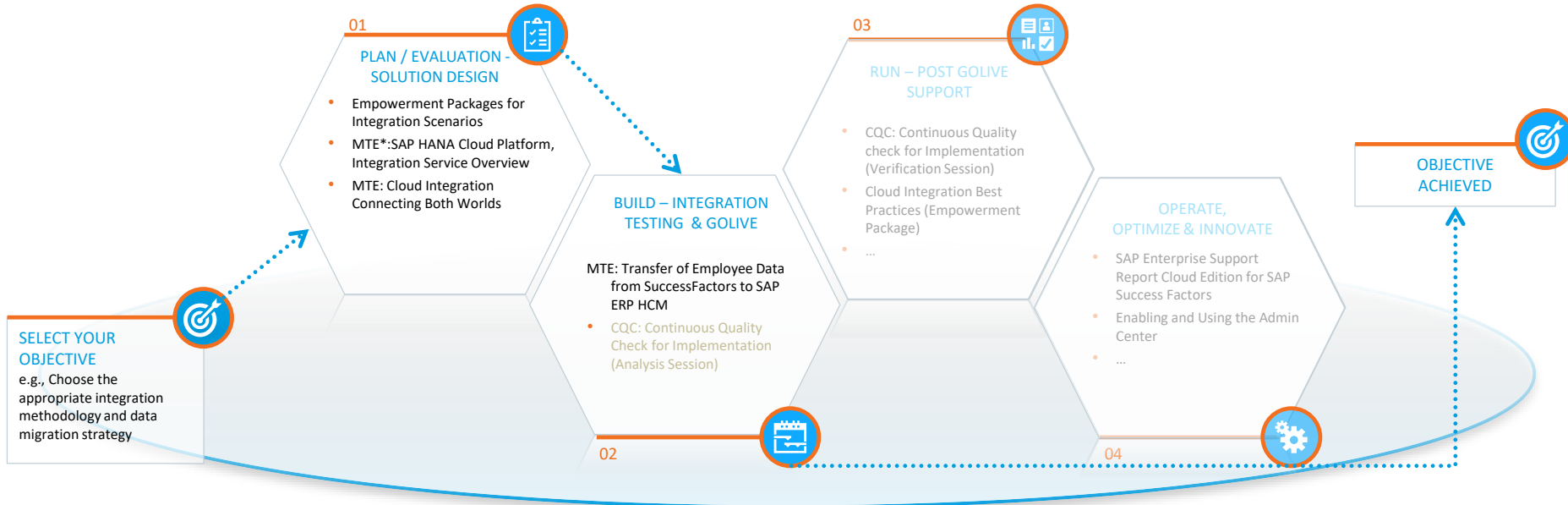
Discover the latest information about SAP Solution Manager 7.2	1 FTE	16 hrs	2 days
Install SAP Solution Manager**	1 FTE	80 hrs	2 weeks
Configure SAP Solution Manager**	1 FTE	80 hrs	2 weeks
Set up SAP EarlyWatch Alert and service delivery readiness**	1 FTE	16 hrs	2 days
Integrate cloud systems with SAP Solution Manager**	1 FTE	8 hrs	1 day
Embed SAP HANA systems in SAP Solution Manager 7.2	1 FTE	8 hrs	1 day

* Estimates on this slide are based on current experiences considering average SAP basis and SAP Solution Manager knowledge on customer side

**Objectives are valid for SAP Solution Manager 7.1 and 7.2 releases

SAP SuccessFactors Cloud Value Map

Objective-based approach



SELECT YOUR OBJECTIVE

e.g., Choose the appropriate integration methodology and data migration strategy



Questions/ functional help required?
Functional experts collaborate via SAP Jam

* MTE- Meet the Expert Session

Check out our new [Value Map Tutorial](#) (also available for [download](#))

SAP Enterprise Support Value Maps

Example: SAP SuccessFactors cloud value map – Required customer investment*



OBJECTIVES



HUMAN RESOURCES (100% workload)



TIME



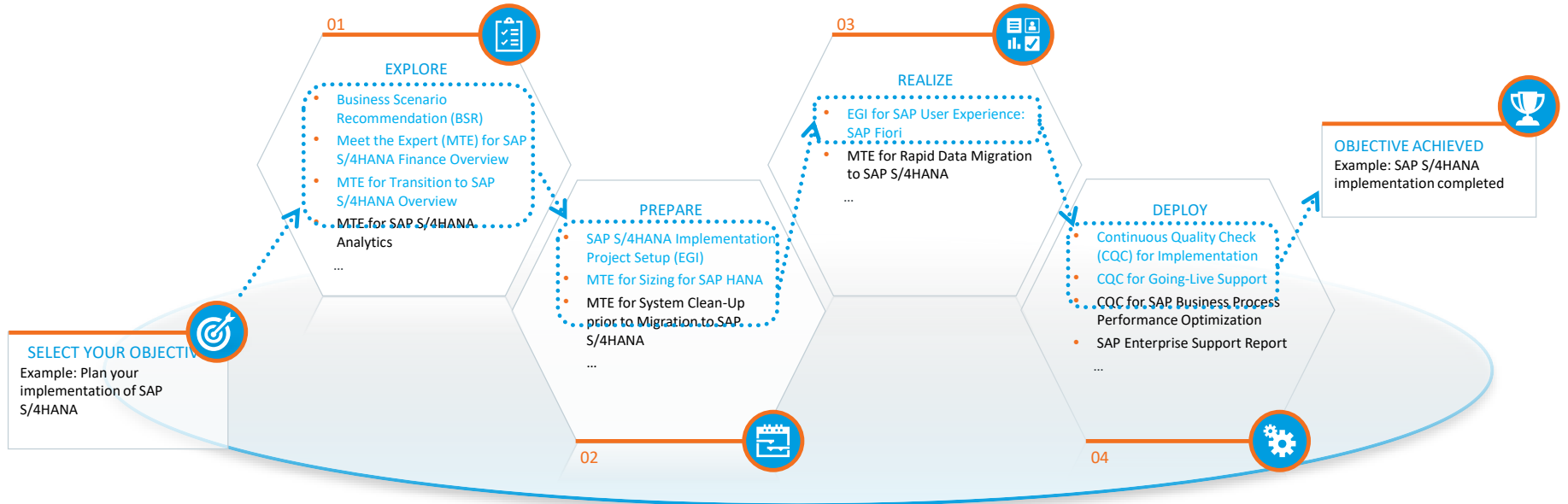
PROJECT DURATION (summarized effort*)

Learn about getting started with SAP SuccessFactors	1 FTE	5 hrs	1 week
Consider the security and privacy implications with SAP SuccessFactors	1 FTE	4 hrs	1 week
Discover the value, roadmap recommendations, and best practices to extend business scenarios	1 FTE	8 hrs	2 weeks
Choose the appropriate integration methodology and data migration	1 FTE	12 hrs	3 weeks
Safeguard the Go Live through GoingLive Analysis and Verification	1 FTE	4 hrs	1 week
Manage, monitor, and optimize the business outcomes	1 FTE	6 hrs	2 weeks
Implement an end-to-end incident and escalation management process	1 FTE	4 hrs	1 week

* Above estimations are based on past experience with 1 FTE with 20% and depend heavily on the individual customer situation (e.g. project size, skills, complexity etc.)

SAP S/4HANA & SAP HANA Value Map

Objective-based approach



Questions/ functional help required?
Functional experts collaborate via SAP Jam

Check out our new [SAP Jam Tutorial](#) (also available for [download](#))

SAP S/4HANA & SAP HANA Value Map

Required investments from customers



OBJECTIVES



HUMAN RESOURCES (100% workload)



TIME



PROJECT DURATION (summarized effort)

Discover the business value of SAP S/4HANA

Learn about SAP S/4HANA and understand the business value and the road to SAP S/4HANA.

1 FTE

16 hrs

2 days

Produce a business case to transition to SAP HANA, SAP Fiori, and SAP S/4HANA based on your current productive solution.

1 FTE

40 hrs

5 days

Plan your implementation to SAP S/4HANA

Explore and learn about SAP HANA and SAP S/4HANA implementations.

1 FTE

16 hrs

2 days

Learn how to prepare prerequisites for SAP S/4HANA conversion.

1 FTE

80 hrs

2 weeks

Realize how to perform a database migration to SAP HANA, perform a conversion, and implement new SAP S/4HANA innovations and SAP Fiori.

1 FTE

120 hrs

3 weeks

Deploy SAP HANA and SAP S/4HANA by leveraging CQC services.

1 FTE

80 hrs

2 weeks

Set up your required SAP S/4HANA operations

Automate and configure your specific business solution operations with SAP Solution Manager and SAP HANA-related tools.

1 FTE

120 hrs

3 weeks

[^] Please note that estimates are roughly calculated since figures will depend on system complexity and standardization level. These figures do not specify implementation times but time to gain a deep understanding of what needs to be done.

SAP Enterprise Support Value Maps

Social business collaboration with SAP Jam

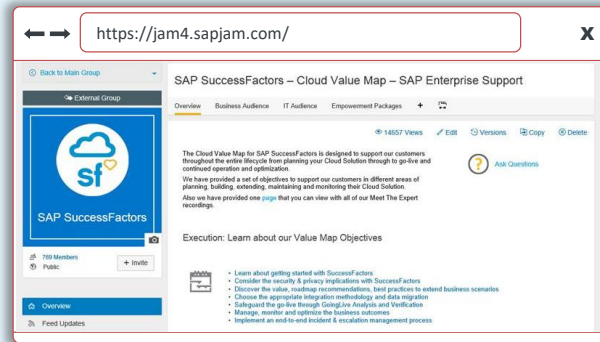


Customer

- Direct access to SAP Support experts
- Discuss and exchange ideas with other customers across different geographies
- Fast SAP best practice responses
- Exclusive access for SAP Enterprise Support customers

SAP Jam

On-demand expertise through a cloud-based social collaboration platform



SAP Jam is also available on your mobile device



SAP

- Share expertise and provide guidance
- Get direct customer feedback
- Scalable social support

[Learn more about SAP Jam >](#)

Available SAP Enterprise Support Value Maps



SAP Enterprise Support value maps

→ <https://support.sap.com/valuemaps>

General Availability

Cloud Value Maps

- SAP JAM Collaboration
- SAP S/4HANA Cloud Edition
- SAP SuccessFactors

Application Lifecycle Management (ALM) Value Map

- Technical Monitoring & Alerting
- Change Control Management

Further general available Value Maps

- RUN SAP Solution Manager
- SAP S/4HANA & SAP HANA
- SAP Fiori & Digital Platform
- Business Decision Makers
- Analytics Solutions
- Data Volume Management
- Security
- Custom Code Management

SAP Enterprise Support Value Maps

Selected customer benefits

20%

Savings on system migration effort ¹

40%

Faster planning ²

Saved

Several days of configuration effort ⁵

30%

Higher business process performance ²

5%

Performance optimization ⁴

Reduced

Third-party consulting fees ⁴

20%

Reduction in custom-code management ³

30%

Reduction in searching efforts ⁵

Innovation

without disruption ⁶

Today, more than 3,500 customers – representing more than 5,100 users – rely on SAP Enterprise Support value maps.

More than 95% of our customers agree, that SAP Enterprise Support value maps help increase transparency of the SAP Enterprise Support portfolio. ⁷

More than 90% of our customers agree, that SAP Enterprise Support value maps help to eliminate predefined pain points and address their business challenges. ⁷

Sources: SAP Customer References: ¹ [Dongkuk Steel Mill](#); ² [Join-Auto](#); ³ [Ipragaz](#); ⁴ [Adelaide Brighton](#); ⁵ [Toronto District School Board](#); ⁶ [Komatsu Cummins](#); [More customer references](#)

⁷ Results based on a survey, conducted amongst SAP Enterprise Support value maps customers

DEMO

SAP Enterprise Support Value Maps

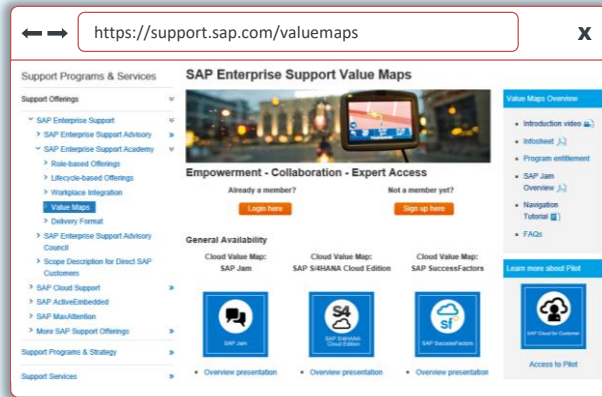
Get started today



SAP Enterprise Support Value Maps are embedded in the SAP Enterprise Support Academy.

→ <https://support.sap.com/valuemaps>

Get started today!



SAP Enterprise Support value maps landing page

- Get an overview
- Learn more about objectives, project duration and benefits
- Find all generally available SAP Enterprise Support value maps
- Receive latest news and information about upcoming pilots
- Sign up

SAP Enterprise Support Value Maps

Three simple steps to register

Step 1

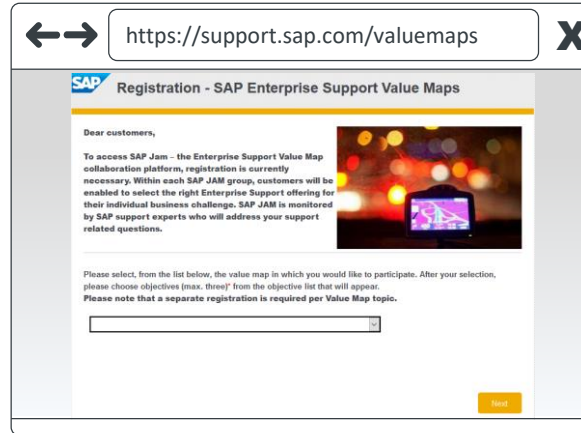
← → X



Click on 'Sign up here'

Step 2

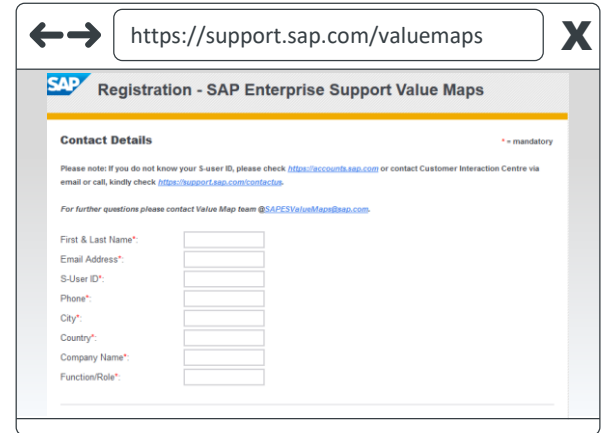
← → X



Choose 'Value Map topic' and 'objectives'

Step 3

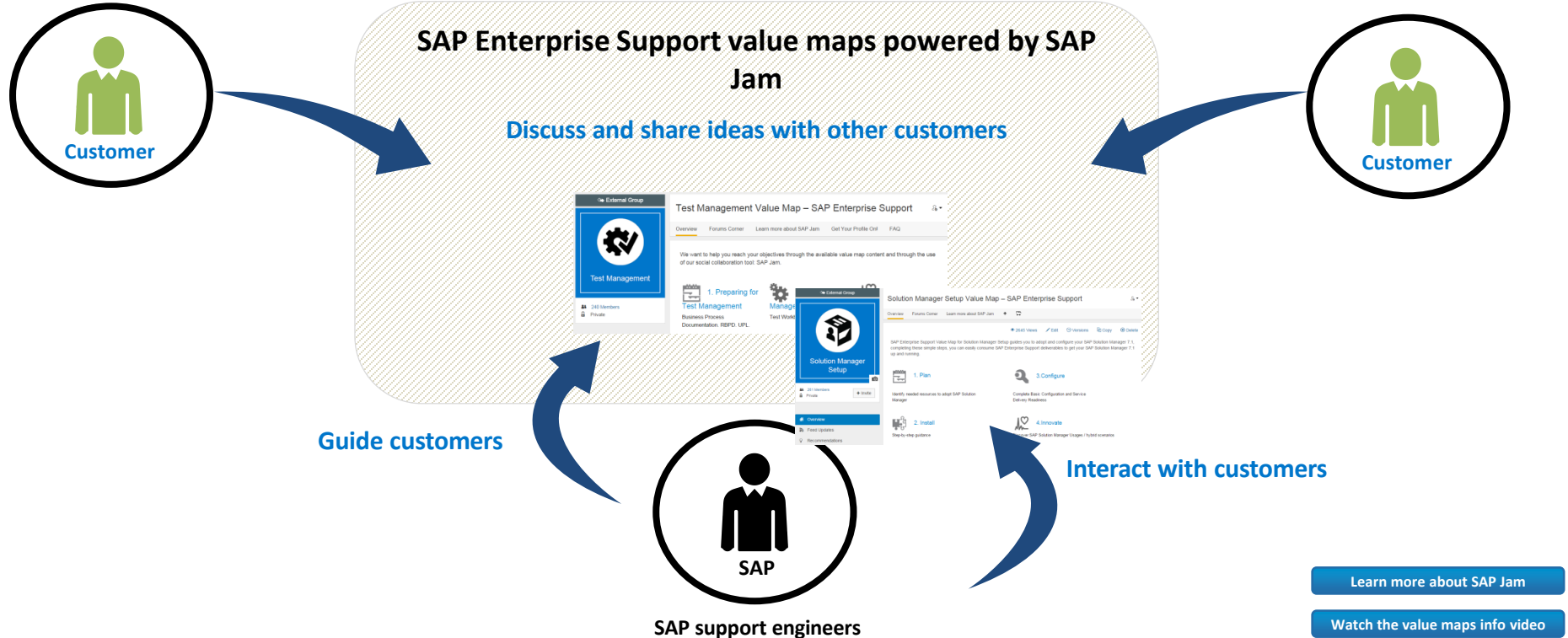
← → X



Provide your 'Contact Details' and click on 'Next' & 'Finish'

SAP Enterprise Support Value Maps

Example: Value Map Collaboration



SAP Enterprise Support Value Maps

Example: Step by Step Information

The screenshot displays the SAP Jam interface for a group titled "Run SAP Solution Manager Value Map – SAP Enterprise Support". The group is an external group with 1,101 members and is private. The main content area features a navigation menu with "Overview" selected, and a list of items including "Feed Updates", "Recommendations", "Content", "Forums", and "Events". The main content area is titled "Run SAP Solution Manager Value Map – SAP Enterprise Support" and includes a sub-menu with "Overview", "Setup SAP Solution Manager", "Design, Build, and Test Business Processes", and "Forums Corner". The "Overview" section contains a paragraph explaining the value map's purpose and a list of two main sections: "SAP Solution Manager Setup" (highlighted with a red box) and "Design, Build, and Test Business Processes". The "SAP Solution Manager Setup" section lists tasks such as planning, performing, and executing installation and configuration. The "Design, Build, and Test Business Processes" section lists tasks such as designing business processes, planning test cases, and analyzing the impact of new builds. At the bottom, there are two promotional banners: "Join the Global Virtual SAP Enterprise Support Day on February 15th!" and "New: WhatsApp channel available !".

Run SAP Solution Manager Value Map – SAP Enterprise Support

Overview Setup SAP Solution Manager Design, Build, and Test Business Processes Forums Corner Show More + ↗

This SAP Enterprise Support Value Map will guide you in the adoption and configuration of your SAP Solution Manager (release 7.1 or 7.2.) By completing the below steps, you can easily consume SAP Enterprise Support deliverables to get your **SAP Solution Manager 7.1 or 7.2** up and running. This Value Map also covers **Test Management** within SAP Solution Manager - the design of processes, planning, analysis, and execution of tests using the test suite.

SAP Solution Manager Setup

This section helps you with:

- Planning a new installation or upgrade
- Performing the installation
- Executing a basic configuration
- Enterprise Support service delivery readiness

Design, Build, and Test Business Processes

This section is about:

- Designing business processes (former solution documentation)
- Planning test cases
- Analyzing the change impact of new builds
- Executing test cases

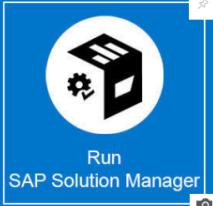
Join the Global Virtual SAP Enterprise Support Day on February 15th!

New: WhatsApp channel available !

SAP Enterprise Support Value Maps

Example: Step by Step Information

External Group



Run SAP Solution Manager

1,203 Members
Private + Invite

Overview
Feed Updates
Recommendations
Content
Forums
Events
Reports
Dashboard
Trash
My Group Settings
Email Notifications

Run SAP Solution Manager Value Map – SAP Enterprise Support

Overview **Setup SAP Solution Manager** Design, Build, & Test Business Processes Show More +

1120 Views Edit Versions Copy Delete








Follow your objective: Empowerment and Execution

Each of the following objectives provides the available content and learning formats like: **Expert Guided Implementation** sessions, live or recorded **Meet The Expert** sessions. A collection of **best-practice documents** and various links to Wiki pages and videos supports you on achieving each objective.

- Discover** Latest information about SAP Solution Manager 7.2.
 - Latest information about SAP Solution Manager 7.2
 - How to access the Demo System in the Cloud CAL
 - How you can prepare the upcoming upgrade today
- Install** SAP Solution Manager 7.2
 - Planning steps and prerequisites for the installation or upgrade to 7.2
 - Performing the installation with the software provisioning manager
- Configure** SAP Solution Manager 7.2
 - Prerequisites for basic configuration
 - Performing basic configuration
 - Executing the system configuration
 - Configuration of managed systems
 - Enable Root Cause Analysis
- Setup** SAP Early Watch Alert and Service Delivery Readiness
 - Setup SAP EarlyWatchAlert
 - Enabling Service Delivery Readiness
- Integrate** cloud systems with SAP Solution Manager 7.2
 - Integrating cloud systems in SAP Solution Manager 7.2
 - Connecting systems in the SAP HANA Enterprise cloud to an on-premise Solution Manager
 - Exception Management setup for SAP Cloud for Customer
- Embed** SAP HANA, S/4 HANA systems in SAP Solution Manager 7.2
 - Latest information about SAP Solution Manager 7.2 with SAP (S/4)HANA
 - How to embed SAP HANA systems in SAP Solution Manager

SAP Enterprise Support Value Maps

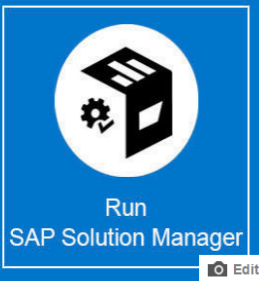
Example: Step by Step Information

Topic	Value	Details & Duration
SAP Solution Manager 7.2 Media Center	The SAP Solution Manager Media Center offers a summary of Demos, Videos, Documents and Guided Discovery Tutorials about SAP Solution Manager 7.2	 Recordings, Demos, Docs
SAP Solution Manager 7.2 Functionalities.	Get to know what's in the Release 7.2 of SAP Solution Manager . Find here 23 Recordings of SAP Solution Manager 7.2 starting with an overview. Other topics are Process Management, Change Control Management, Application Operations and Job Scheduling Management. But also Cross Database Comparison (CDC), Interface Documentation, Business Process Monitoring, Data Volume Management and many more.	 Meet-the-Expert
What's new in SAP Solution Manager 7.2	Get to know what's new in the Release 7.2 of SAP Solution Manager.	 Document ~ 45 min.
SAP Solution Manager 7.2 Roadmap	This recorded Meet the Expert Session provides a preview of the Highlights coming with SAP Solution Manager 7.2	 Meet-the-Expert ~45 min.
SAP Solution Manager 7.2 for SAP S/4HANA	<p>How to plan, build, and run SAP S/4HANA with SAP Solution Manager 7.2:</p> <p>Overview of SAP S/4HANA strategy and planning services delivered via SAP Solution Manager .</p> <p>Understand how to use SAP Activate content for SAP S/4HANA in SAP Solution Manager.</p>	 Meet-the-Expert ~60 min.
SAP Solution Manager 7.2 Solution Documentation	Get a comprehensive overview of the refined Solution Documentation experience.	 Meet-the-Expert ~60 min.
SAP Solution Manager 7.2 Roadmap	Get first impressions about the changes in SAP Solution Manager 7.2 .	 Document ~ 45 min.

SAP Enterprise Support Value Maps

Example: Questions, discussions and ideas

External Group



Run SAP Solution Manager

1,102 Members
Private

+ Invite


- Overview
- Feed Updates
- Recommendations
- Content
- Forums**
- Events
- Reports


Run SAP Solution Manager Value Map – SAP Enterprise Support


+ Ask Question More


Showing: All Search


Forum Topics / Questions_Solman Setup Recent Activity

 **Solution Manager 7.2 - Integrating Cloud systems - SuccessFactors**
Hi team, Our customer have joined this Value Map with the objective to inte...
9 days ago by Cleber Moraes · Last reply about 20 hours ago by Cleber Moraes
Question 3 14 0

 **Does Solution Manager support the integration of BPMN tool iGrafx?**
Hi We are currently evaluating a BPMN tool called and I am trying to find ...
8 days ago by John Power · Last reply 7 days ago by Christoph Bechtloff
Answered Question 2 6 0

 **Oracle version for Solman 7.2**
Hi All, We are currently trying to establish our upgrade path to Solman 7...
13 days ago by Nicola Rowson · Last reply 9 days ago by Nicola Rowson
Answered Question 3 17 0

 **After migration to SOLMAN 7.2 we do not see all our test plans we had in 7.1.**
Hi, After migration to SOLMAN 7.2 we do not see all our test plans we had i...
25 days ago by Aya Brosh · Last reply 12 days ago by Christoph Bechtloff
Answered Question 3 22 0

 **Charm transport request - solman 7.2**
Hi everyone, Does anyone have document/steps how to create charm transport ...
13 days ago by Kate Komas · Last reply 13 days ago by Christoph Bechtloff
Answered Question 1 0 0



ASUGMEX

Asociación de Usuarios SAP México

Thank you !

contacto@asug.mx

<http://asug.mx/>