Getting Started with SAP Enterprise Support
SAP Business Suite

SAP Digital Business Services
January, 2018

PUBLIC

SAP Run Simple

SAP Digital Business Services: Your partner to transform your business

355,000+
customers

8,000+
SAP support experts

Global
organization

24x7
availability

180+
countries

15,000+
SAP developers
(as backup)

Local
organization
(54 countries)

With decades of experience and hundreds of thousands of customers worldwide, we are the **perfect partner to help you transform to a digital enterprise.**

SAP Enterprise Support: Customer success and rapid adoption of innovation

Collaboration

Empowerment

Innovation and Value Realization

Mission-Critical Support
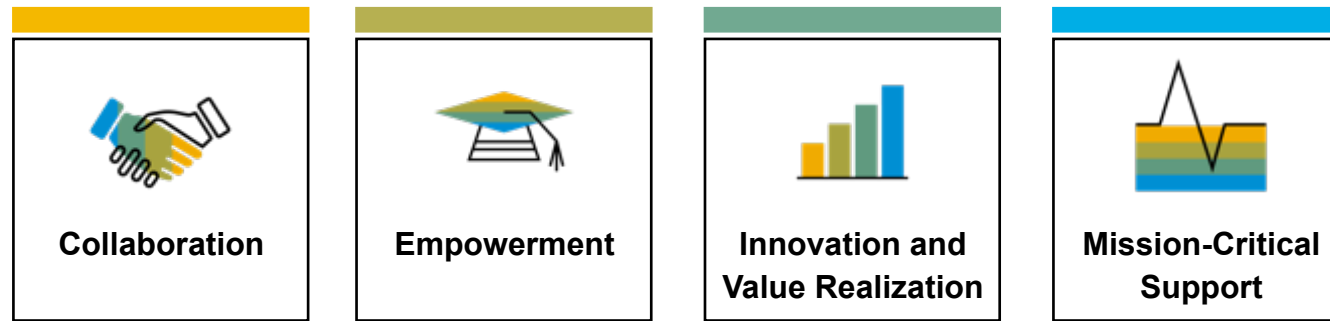
Proactive and preventive support

SAP Enterprise Support

Across all deployment options

On-premise

Hybrid

Cloud

We Help You Realize Your Digital Business Vision

With end-to-end digital transformation services and support

SAP Digital Business Services

Transformation Acceleration

SAP Value Assurance
SAP Model Company

Digital Innovation

SAP Leonardo Innovation Services

The Right Services

Project Services from SAP

Customer
Experience

Workforce
Engagement

SAP Hybris

INDUSTRY

SAP SuccessFactors
SAP Fieldglass

Digital Core
SAP S/4HANA

MACHINE LEARNING

APIs

Business
Transactions

Intelligent
Insights

BLOCKCHAIN

SECURITY

SAP Ariba
SAP Fieldglass

SAP Digital Boardroom

SAP Leonardo

CONCUR

IoT &
Supply Chain

Spend
Management

SAP HANA   SAP Cloud Platform

SAP Digital Business Framework

Trusted Partnership

SAP MaxAttention
SAP ActiveEmbedded

Ideal Support

SAP Enterprise Support
SAP Preferred Care

Líder del Grupo de Interés

Mauricio Cordero Pérez.
5 años de experiencia como SAP Basis.
Actualmente se desempeña como líder del área AMS de EAS Consulting.
Amplia experiencia en gestión de proyectos y operación de servicios AMS.

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

📞 **+800 CALL-1-SAP**

+ 800-2255-1-727
Country specific telephone numbers

- Call our global toll-free telephone number for contacting SAP support - accessible in most countries through landline phones and some mobile providers. Note that for some countries the telephone number might differ, therefore please use the local numbers as stated in the above link.

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

1 (SAP)	2 ABC	3 DEF
4 GHI (SAP cloud)	5 JKL ♥	6 MNO (*SAP)
7 PQRS Language	8 TUV Repeat	9 WXYZ
0 +		

Please start using this number today and enjoy an easier way to contact SAP support!

GETTING STARTED with Collaboration
Customer Interaction Center

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
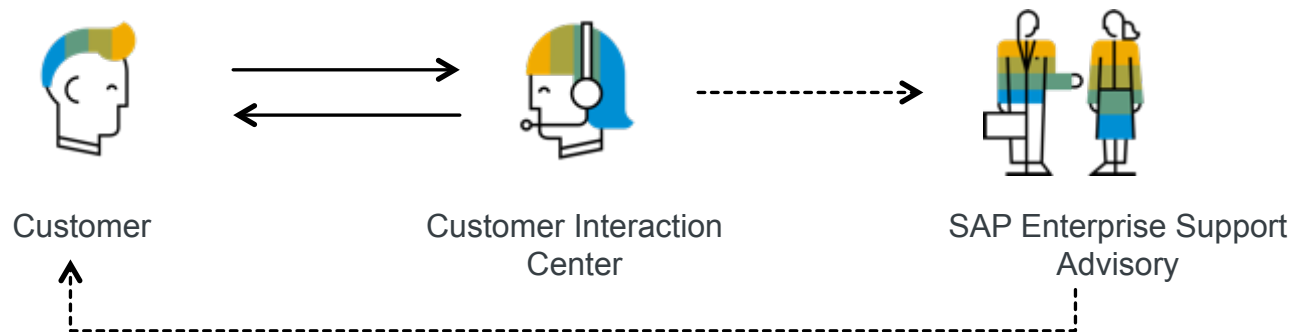
Contact

SAP Support Portal:
- Contact Us

Phone:
- SAP Note 560499
  CALL-1-SAP number

Customer → Customer Interaction Center ⇢ SAP Enterprise Support Advisory

GETTING STARTED with Collaboration
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

- Providing SAP Enterprise Support Report

- Delivering your Customer Center of Expertise primary certification audit

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

- Identifying the best SAP Enterprise Support Academy education elements

- Continuous Quality Check service delivery planning in collaboration with Customer's IT, including scheduling and delivery coordination

- Helping to drive innovation

- Supporting SAP Solution Manager readiness

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

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 SAP One Support Launchpad using "SAP Support Report Document" tile.

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 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:

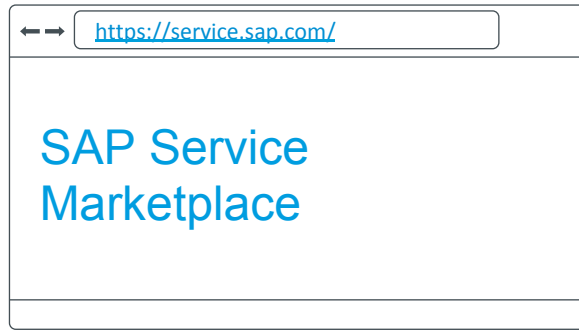- Customer Center of Expertise (CCOE)
- Primary Customer COE

PDF:

- Getting Started with Primary CCOE Certification

GETTING STARTED with Collaboration
SAP Support Backbone

https://service.sap.com/

SAP Service Marketplace

https://support.sap.com

SAP Support Portal

https://www.sap.com/community

SAP Community

Contains a variety of target group specific internet portals

- SAP Support Portal
- SAP Help Portal (product documentation)
- SAP PartnerEdge
- SAP Community
- 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
- 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
SAP Enterprise Support Value Maps – Overview

> 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 road map, and 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.
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.

Visit us at the SAP Support Portal – Value Maps

GETTING STARTED with Collaboration
Available SAP Enterprise Support Value Maps

Build the knowledge and skills needed to efficiently run your business, accompany and speed-up your digital transformation with SAP Enterprise Support Value Maps.

- SAP S/4HANA & SAP HANA

- SAP Jam Collaboration

- SAP Analytics Solutions

- Data Volume Management

- SAP S/4HANA Cloud

- SAP Cloud Platform

- SAP SuccessFactors

- Business Decision Makers

- Lifecycle Management

Visit us at the SAP Support Portal – Value Maps

GETTING STARTED with Collaboration
## Example: RUN SAP Solution Manager Value Map

SAP Enterprise Support Value Maps

SELECT YOUR OBJECTIVE	01 DISCOVER & PLAN	02 INSTALL	03 CONFIGURE	04 INNOVATE	OBJECTIVE ACHIEVED
Example: Upgrade to SAP Solution Manager 7.2	• What's new in release 7.2 • SAP Solution Manager 7.2 roadmap • Meet-the-Expert session: SAP Solution Manager in a Nutshell • Get ready for SAP Solution Manager 7.2 with guided discovery tutorials • …	• Get in touch with SAP Solution Manager experts • Meet-the-Expert session: Installation, Upgrade, and Maintenance • Install the system with the help of the available guides • …	• Expert-Guided Implementation: SAP Solution Manager Basic Configuration • Enable advanced remote service delivery for SAP support • Enable root cause analysis • Managed system configuration checklist • …	• Transition to SAP S/4HANA with SAP Solution Manager 7.2 • Must know for SAP Solution Manager on SAP HANA • Operate cloud-based solutions with SAP Solution Manager	Example: SAP Solution Manager upgraded to 7.2

Learn more: Whitepaper: Speed Up Your Digital Transformation with SAP S/4HANA and SAP Enterprise Support

GETTING STARTED with Empowerment
Build the skills that build value through the SAP Enterprise Support Academy
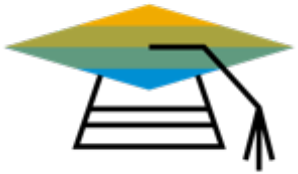
Empowerment
SAP Enterprise Support Academy empowers you to build the knowledge and skills needed to maximize the benefit of your SAP solution, no matter your choice of deployment.

Platform
Easily access SAP Enterprise Support learning content and services.

People
Stay up-to-date by leveraging expert content in various delivery formats and levels of detail.

Practice
Let us help you boost collaboration between business and IT units by addressing different functional roles and assisting in creating business cases and value.

GETTING STARTED with Empowerment
SAP Enterprise Support Academy – SAP Learning Hub

SAP Enterprise Support Academy provides high-impact enablement offerings which help you prepare for the digital transformation.

In 2017, SAP Enterprise Support Academy has switched to a new learning platform. With the introduction of the SAP Learning Hub edition for SAP Enterprise Support we offer access to a modern learning platform which is based on SuccessFactors learning.

To access the learning catalog, sign up now for our SAP Learning Hub, edition for SAP Enterprise Support!

Additional Information

SAP Support Portal:
- SAP Enterprise Support Academy
- SAP Learning Hub quick guide - How to sign up

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
SAP Enterprise Support Academy – Delivery Formats

Accelerated innovation enablement

Expert-guided implementations

Meet-the-expert sessions/recordings

Tutorials

Guided self-services

Best practices

Continuous quality check and improvement services

GETTING STARTED with Empowerment
Continuous Quality Checks

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

- Business Process Operations
- Business Process Performance Optimization
- Configuration Check
- Data Consistency Management
- Data Volume Management
- Downtime Assessment
- Early Watch Check
- Going Live Support
- Implementation

- Interface Management
- OS/DB Migration Check
- Security Optimization Check
- Technical Performance Optimization
- Transport Execution Analysis
- Upgrade
- Upgrade Assessment
- SAP Modification Justification Check
- SAP Custom Code Maintainability Check

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

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-ES-SAC*" to request a remote service
    - Contact your SAP Enterprise Support advisory to get a tailored service plan

GETTING STARTED with Innovation and value realization
Drive innovation and get more value from your SAP investment
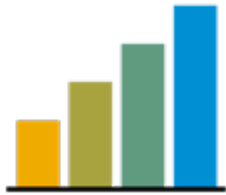
Innovation and value realization
SAP Enterprise Support provides a wide range of services and tools to help you realize more business value and to accelerate the adoption of new innovations.

Customer value experience tools
Realize value opportunities by leveraging available tools focused on innovations and business outcomes.

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

SAP Enterprise Support Advisory Council
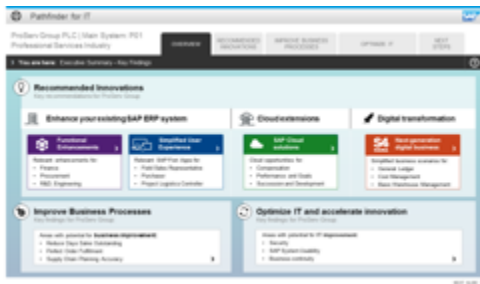Co-innovate with SAP to become an early adopter of support innovations and to help improve the support offering.
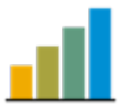
GETTING STARTED with Innovation & Value Realization
Customer Value Experience – Engagement Tools

Starting Point: Pathfinder
Assess your situation and identify potential value

Detailed Innovation and Improvement Recommendations
Identify relevant innovations and optimize TCO

Experience
Measure success and value realization

SAP Innovation and Optimization Pathfinder
Innovation recommendations, Industry benchmarks and recommendations for business and IT to optimize SAP solutions
http://www.sap.com/pathfinder

Business scenario recommendations for SAP S/4HANA
Simplified business processes with SAP S/4HANA
http://www.s4hana.com/

SAP Fiori apps library & recommendations
Enable new user experience
http://www.sap.com/fiori-apps-library
http://www.sap.com/FAR

Innovation Discovery
Improvements, enhancements and new functionality for SAP products
http://www.sap.com/innovationdiscovery

SAP Solution Manager value report
IT TCO optimization with SAP Solution Manager
http://www.sap.com/solman-value

New: SAP Support Insights Report
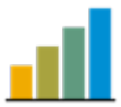Support scope & usage, outlining value opportunities
Please request via Customer Interaction Center or Support Advisory

SAP Transformation Navigator
Build a product roadmap for your digital transformation journey
http://www.sap.com/transformationnavigator

GETTING STARTED with Innovation & Value Realization
SAP Solution Manager

SAP Solution Manager is one combined solution to efficiently manage IT and to introduce new functionality for meeting business requirements.

Business innovation

Industrialized assembly of solutions and implementation of new business functionalities through methodologies such as the two value releases per year.

IT management

ITIL-aligned IT Service Management and ALM processes to manage SAP and non-SAP components plus proven methodologies.

SAP innovations

Implement and manage SAP innovations such as SAP HANA & SAP S/4HANA, mobile solutions, or hybrid IT landscapes and leverage the full potential.
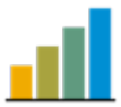
GETTING STARTED with Innovation & Value Realization
SAP Solution Manager – Install and Configure

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

- For SAP S/4HANA implementations SAP recommend 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!

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

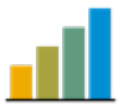Read the blog to learn how you can master the upgrade successfully.

Additional Information

SAP Support Portal:

- SAP Solution Manager

- SAP Solution Manager usage rights

- Media Center of SAP Solution Manager 7.2

SAP Help Portal:

- SAP Solution Manager

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

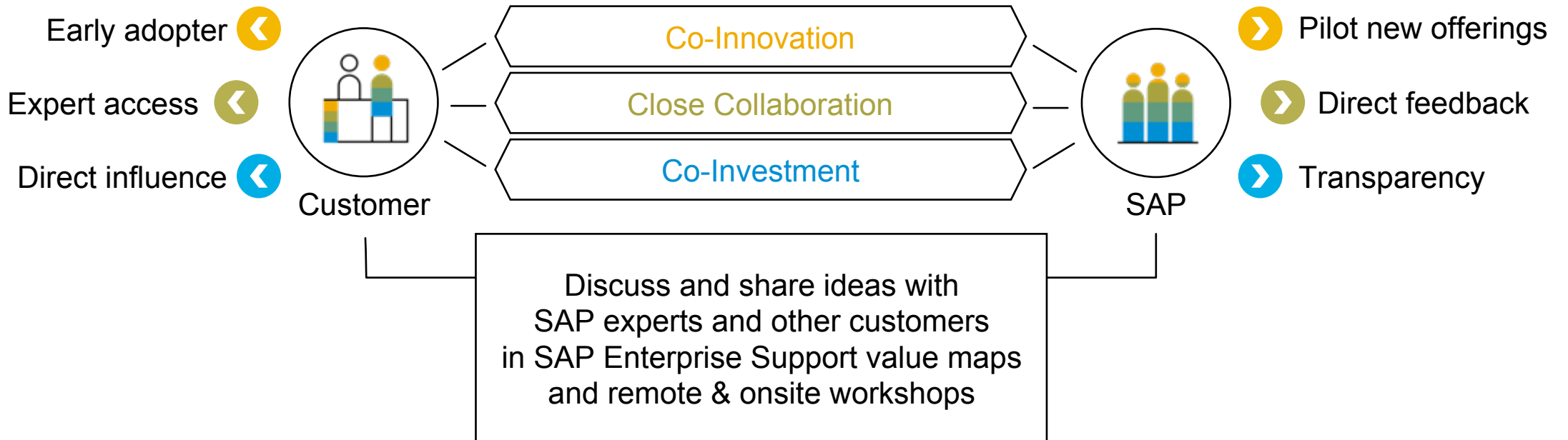- Allow you to react to issues proactively, before they become critical
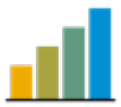
GETTING STARTED with Innovation & Value Realization
SAP Enterprise Support Advisory Council

SAP Enterprise Support Advisory Council enables you to become an early adopter of the latest support innovations and to 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

Co-Investment

SAP

Pilot new offerings

Direct feedback

Transparency

Discuss and share ideas with
SAP experts and other customers
in SAP Enterprise Support value maps
and remote & onsite workshops

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.

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

24x7 availability
Count on our support 24 hours a day, 7 days a week, 365 days a year and profit from the features of the Next-Generation Support approach.

Service-level agreements
Rely on 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

Performing support tasks is simplified by user-centric applications that are 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

- 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

Next-Generation Support is an approach which uses innovative tools and services to help you get assistance anytime, anywhere – from any device.

SAP support today
Industry-leading proactive and preventive support across all deployment scenarios

+

Next-Generation Support
Groundbreaking support for the digital enterprise

Self-service and incident prevention

Real-time interaction
Expert Chat, Schedule an Expert

Digital support experience
Seamless integration with built-in support

Machine learning and cognitive computing

GETTING STARTED with Mission Critical Support
Service-Level Agreements

The service-level agreements commit SAP to a timely initial reaction and delivery of a resolution within a fixed period of time to accelerate 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

*) Initial response time for prio 1 for on-premise & cloud product related issues 1hr.
**) Prio 2: only during SAP's local office time

GETTING STARTED with Mission Critical Support
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*"

GETTING STARTED with Mission Critical Support
Customer Incident

Additional Information

SAP Support Portal:
- Incidents
- Knowledge Base

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

GETTING STARTED with Mission Critical Support
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:

- Learn about System Data Maintenance

SAP Help Portal:

- Synchronize System Data with SAP Support Portal

SAP Note:

- System data maintenance collective note (172481)

GETTING STARTED with Mission Critical Support
System Data Maintenance

Additional Information

SAP Support Portal:

- Learn about System Data Maintenance
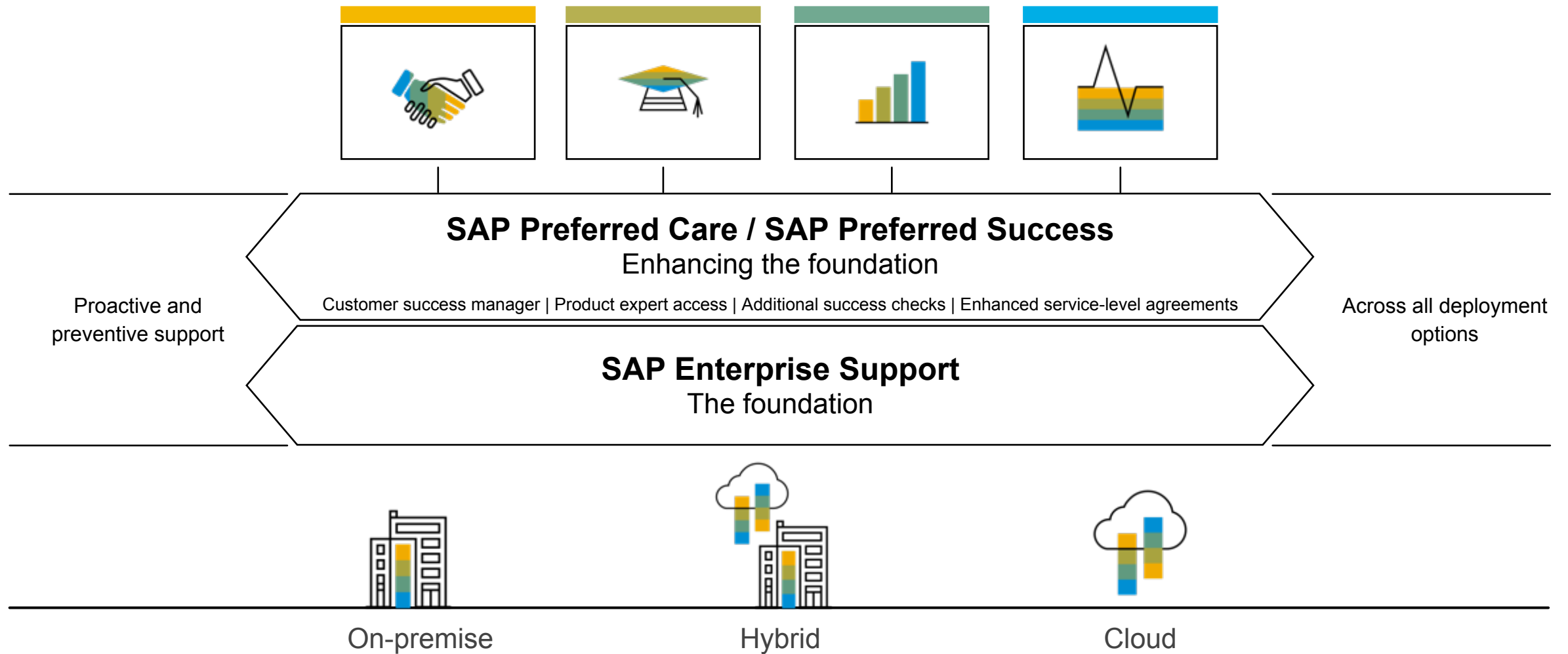
SAP Help Portal:

- Synchronize System Data with SAP Support Portal

SAP Note:

- System data maintenance collective note (172481)

How to enhance the foundation

SAP Preferred Care / SAP Preferred Success
Enhancing the foundation

Proactive and preventive support

Customer success manager | Product expert access | Additional success checks | Enhanced service-level agreements

Across all deployment options

SAP Enterprise Support
The foundation

On-premise   Hybrid   Cloud

Ejecución en la cadena de suministro – Mejores prácticas y retos

¿Cómo logró el INFONAVIT implementar subastas con SAP Hybris Commerce?

Síguenos en nuestras redes sociales oficiales
y mantente en contacto con nosotros

ASUG México   ASUG México   @ASUGMEX   www.asug.mx

¿Conoces la metodología Enterprise Architecture y los beneficios que puede tener para tu negocio?

Grupo de Interés HANA, Save the date

Mi experiencia implementando el modelo de integración Core Hybrid (EC-SFSF / PY On-Premise)

ASUGMEX
Asociación de Usuarios SAP México

INFODAY

MAR
14

Enterprise Support
y Gestión de Proyectos

InfoDay sesión presencial, Grupos de Interés Enterprise Support & Gestión de Proyectos

Para mayor información visita www.asug.mx/eventos-asug

Eventos previos a InfoDay

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)
SAP Enterprise Support Report	• SAP One Support Launchpad • Collaboration • On-Premise sample Enterprise Support Report (short version)
Customer Center of Expertise (CUSTOMER COE) • Primary Customer COE	• https://support.sap.com/en/offerings-programs/ccoe.html • https://support.sap.com/en/offerings-programs/ccoe/service-provider/primary-ccoe.html
SAP Support Backbone • SAP Service Marketplace • SAP Support Portal • SAP Community	• https://service.sap.com/ • https://support.sap.com (→ Personal Demo) • https://www.sap.com/community
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 • 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
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)
	• https://launchpad.support.sap.com/#/notes/1793264 (SAP Note 1793264 - Advanced Remote Service Delivery Customer info)
	• Remote Support
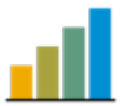
GETTING STARTED with Innovation & Value Realization
Useful Links and SAP Notes (3/4)

INNOVATION & VALUE REALIZATION

Customer value experience tools
- SAP Innovation and Optimization Pathfinder
- Customer overview presentation
- Business Scenario Recommendations for SAP S/4HANA
- Solution Manager Value Report
- Innovation Discovery
- SAP Fiori Apps Library & SAP Fiori Apps Recommendations

- http:www.sap.com/Pathfinder
- https://d.dam.sap.com/a/mXUXyB/Pathfinder%20-%20Customer%20Presentation%20V43.pdf
- http://www.s4hana.com/

- http://www.sap.com/solman-value
- http://www.sap.com/innovationdiscovery
- http://www.sap.com/fiori-app-library
- http://www.sap.com/FAR

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 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
Next Generation Support	• https://support.sap.com/en/offerings-programs/strategy.html
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)
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))

Thank you.