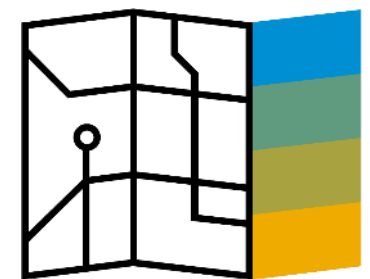




# Next-Generation SAP Enterprise Support Value Maps Digital Innovation

Sahail Shariff  
SAP Services and Support  
Feb, 2021

PUBLIC



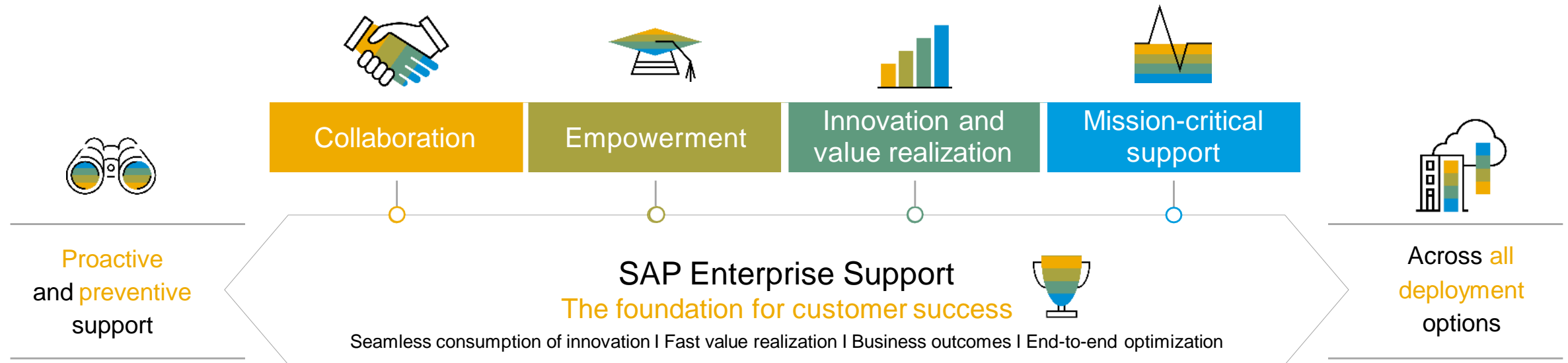
ASUG

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THE BEST RUN 

# SAP Enterprise Support – The foundation for customer success

The choice for the Intelligent Enterprise





# GETTING STARTED with Collaboration

## SAP Enterprise Support Value Maps – Overview

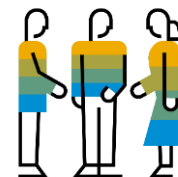
**SAP Enterprise Support Value Maps** – A structured and goal-based approach to quickly identify the relevant SAP Enterprise Support services, tools and offerings to achieve defined targets and address your business needs. In addition, leverage the in-depth knowledge of our **support advisory team**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



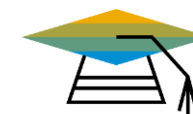
**Guided approach**  
to reach your objective



**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 Success Factors](#)

[SAP Jam Collaboration](#)

[SAP Analytics Solutions](#)

[Security](#)

[Business Process Improvement](#)

[Data Volume Management](#)

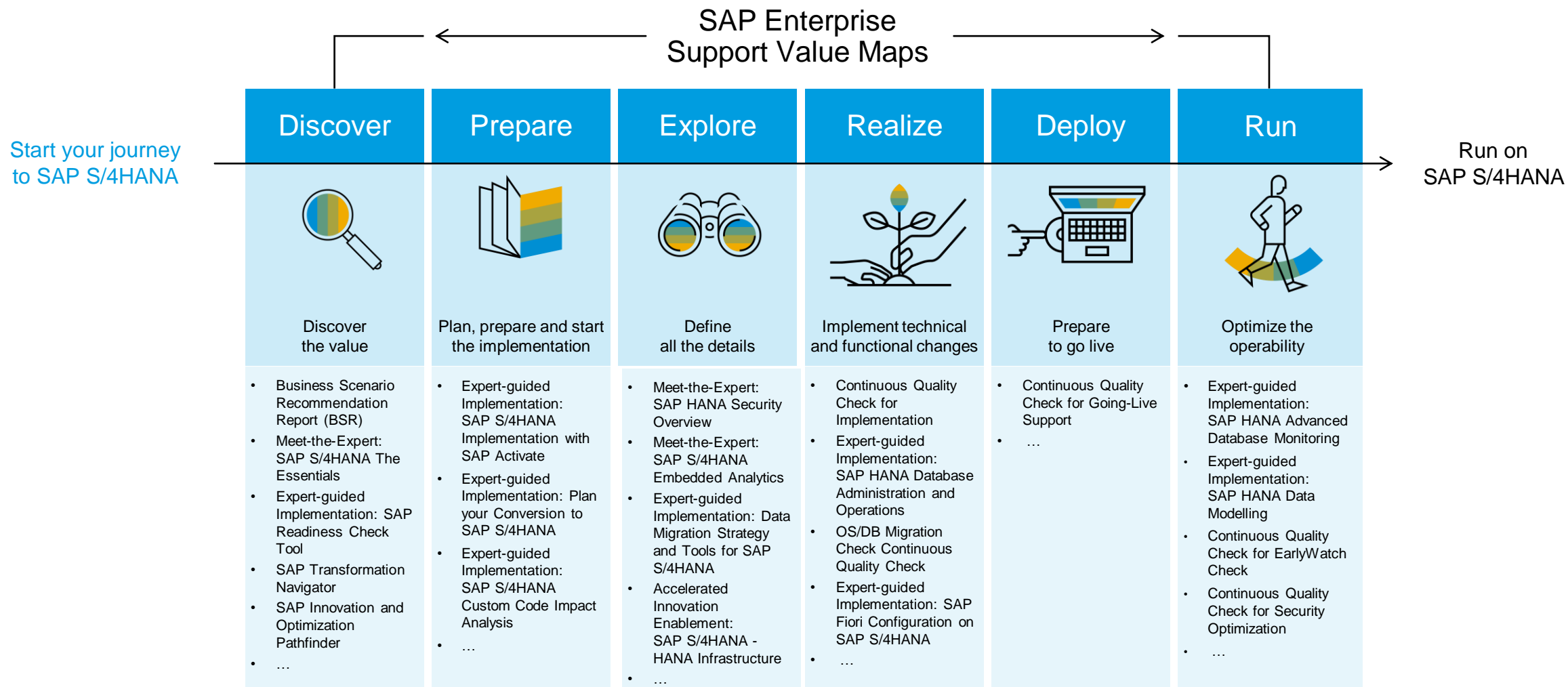
[Application Lifecycle Management](#)

[SAP Cloud for Customer](#)



# GETTING STARTED with Collaboration

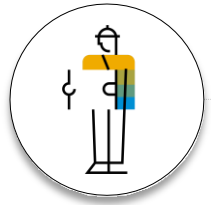
Example: SAP S/4HANA On-Premise Value Map



# SAP Enterprise Support Value Maps

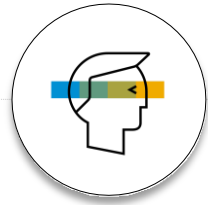
## Digital Innovation Value Map – Triggers

The Digital Innovation value map is designed to accompany you while improving user experience in your company, performing the digital transformation with SAP Cloud Platform services, and becoming an Intelligent Enterprise along with Intelligent Technologies.



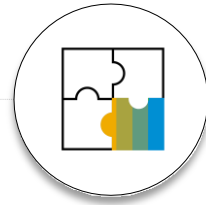
### Plan

implementation of SAP Fiori Cloud or mobile solutions



### Secure

user access across your landscape



### Integrate

and extend your SAP solutions



### Improve

your application development experience



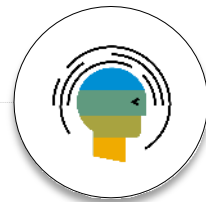
### Create

your own business sites



### Discover

IoT applications



### Explore

what Machine Learning and Blockchain technologies can bring to your business



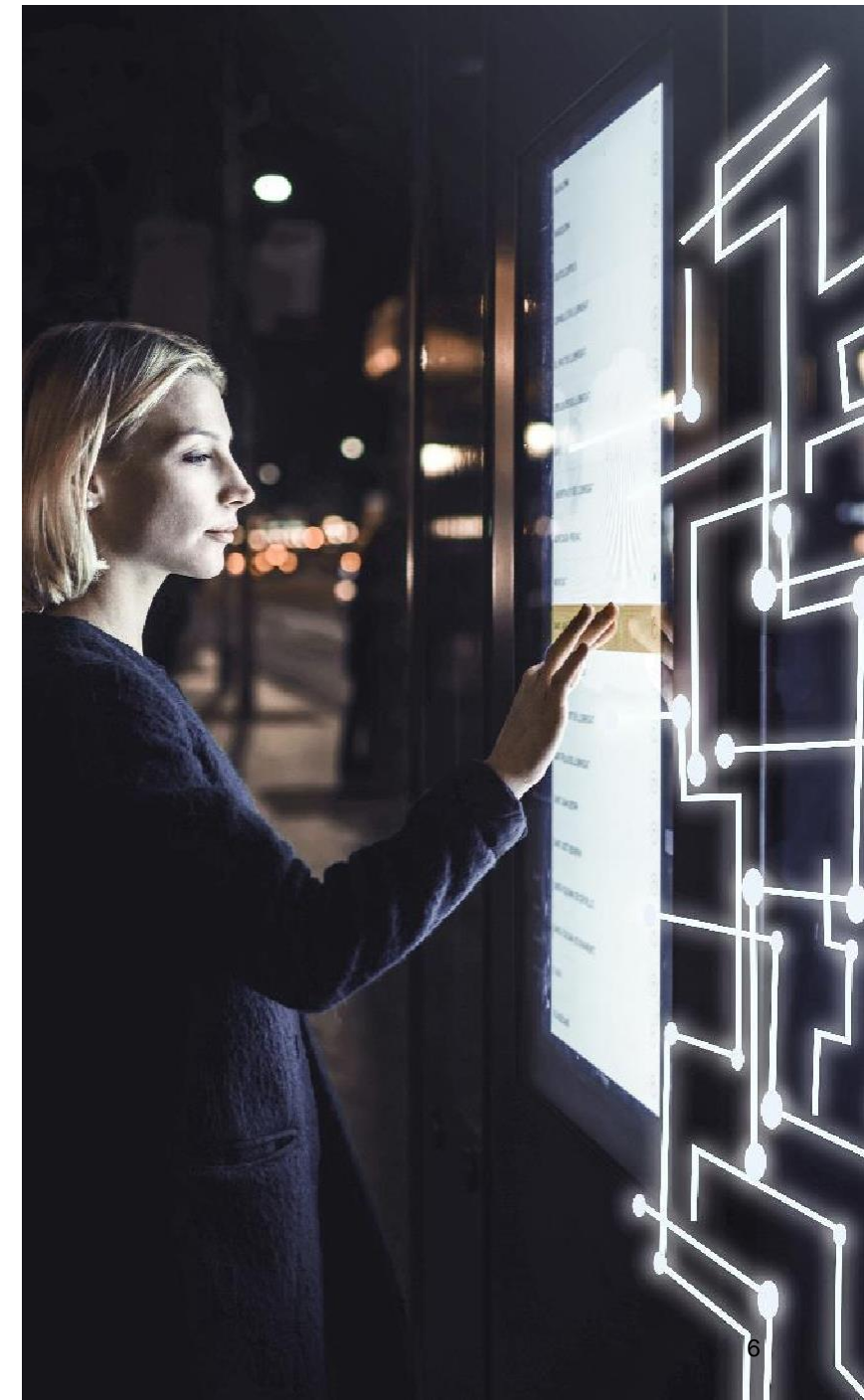
### Unlock

the power of Big Data and Data Intelligence for your company

# SAP Enterprise Support Value Map for Digital Innovation

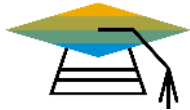
## Benefits

- Simplify the SAP Fiori adoption journey
- Rapidly design, build, and deploy SAP Fiori apps for browsers and mobile devices
- Easily extend or build customized SAP Fiori apps with SAP developer tools and technology
- Give your users the best SAP user experience via SAP Fiori Cloud
- Create your enterprise portal sites with SAP Cloud Platform Portal
- Discover the Internet of Things of SAP Leonardo
- Securely integrate your cloud applications into your business landscape
- Empower your organization to build and scale a simple, personalized, and responsive user experience
- Discover Blockchain and Machine Learning technologies of SAP
- Discover data monetization strategies with Data Intelligence



# SAP Enterprise Support Value Map for Digital Innovation

## Quick wins



A **learning program** will guide you through a set of expertly chosen SAP Enterprise Support offerings, assets, and tools in a sequential and interactive format to empower you to achieve the defined outcome.

### Setup SAP Cloud Platform Security

[Access Learning Program >>](#)

### Bring your customer interaction automation to the next level with SAP Conversational AI chatbot

[Access Learning Program >>](#)

### Take best business decisions by choosing best Big Data solutions

[Access Learning Program >>](#)

### How your business can benefit from SAP Blockchain technology

[Access Learning Program >>](#)

### Prepare Your SAP Fiori Implementation for SAP S/4HANA

[Access Learning Program >>](#)

### Adopt SAP Fiori Cloud

[Access Learning Program >>](#)

### Learn how to enhance your business processes with Machine Learning

[Access Learning Program >>](#)

### Extend SAP SuccessFactors with SAP Cloud Platform

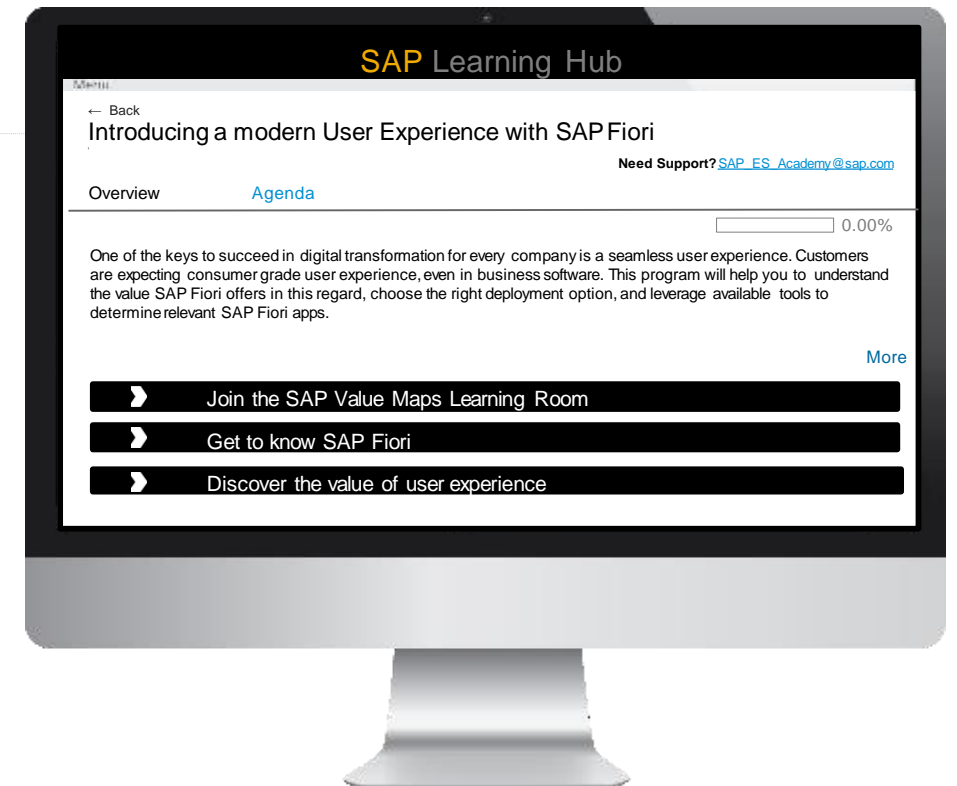
[Access Learning Program >>](#)

### Streamline your Intelligent Enterprise with SAP Integration Suite

[Access Learning Program >>](#)

### Start Successfully with SAP Cloud Platform

[Access Learning Program >>](#)



# SAP Enterprise Support Value Maps for Digital Innovation Learning Journey

A learning journey is an interactive visual guide designed to help you complete your learning and empowerment path for a particular SAP topic by exploring, filtering, and accessing a curated set of SAP Enterprise Support offerings and learning assets.

Digital Innovation Learning Journey – SAP Intelligent Technologies

[Access Learning Journey >>](#)

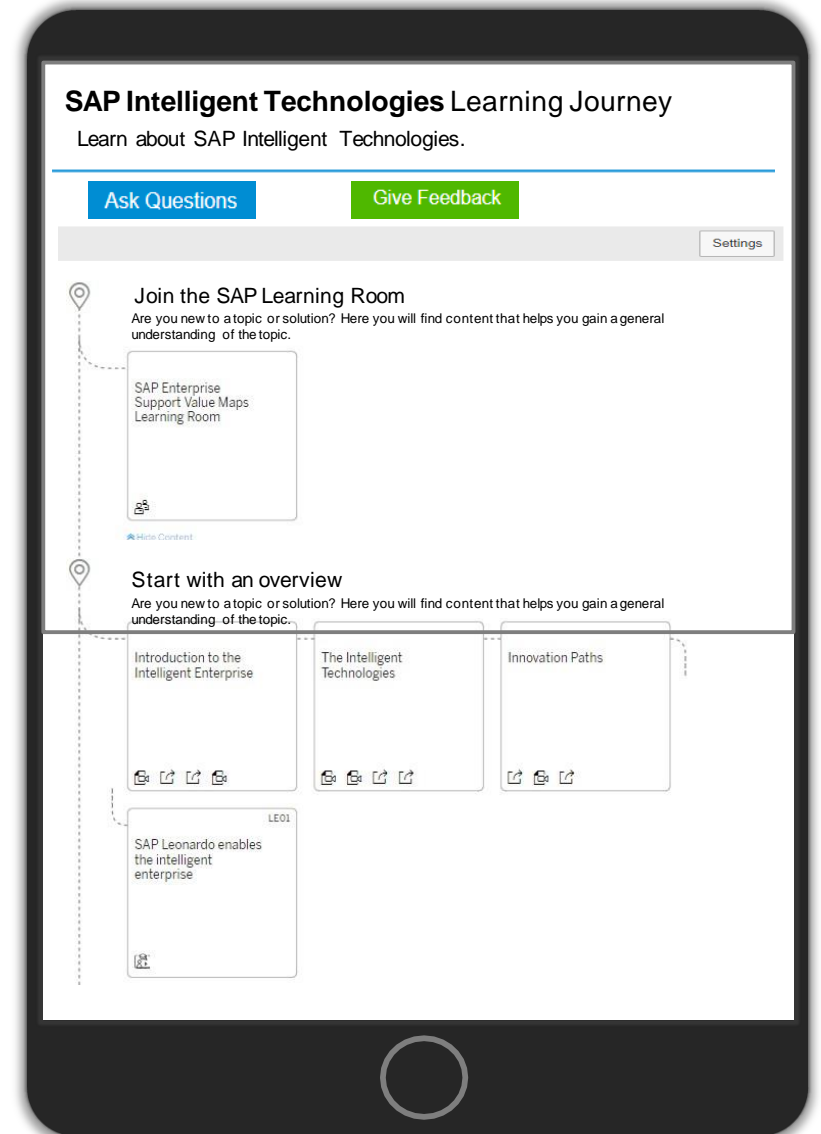


Digital Innovation Learning Journey – SAP Fiori

[Access Learning Journey >>](#)

Digital Innovation Learning Journey – SAP Cloud Platform

[Access Learning Journey >>](#)



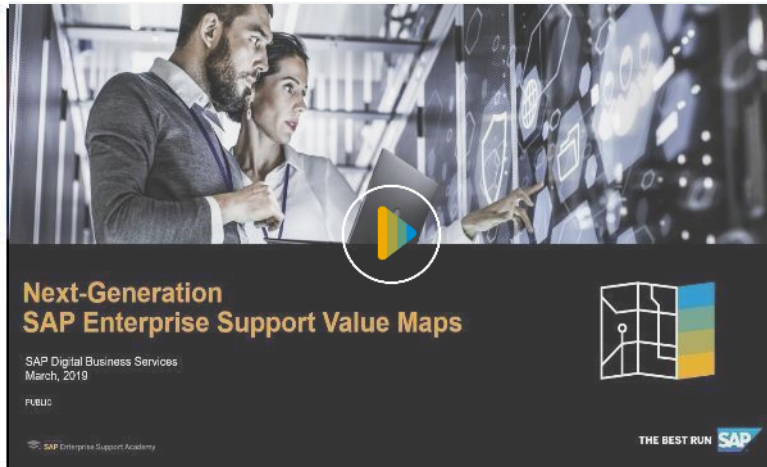




## Value Maps

# SAP Enterprise Support Value Maps

SAP Enterprise Support Value Maps – an empowerment and support program, which provides direct access to SAP experts, interactive social collaboration forums, acceleration of learning and prescriptive guidance, designed to help you in adopting intelligent technologies, manage hybrid landscapes and gain agility to focus your resources on innovation. Value maps guide you through the knowledge, skills, and services needed to address your business challenges, enabling your company to lead in the experience economy.



### Your Benefits

- ✓ All Value Maps in one room
- ✓ Access to peers and SAP experts
- ✓ Maximize the value of your SAP software
- ✓ Embrace innovation adoption & experience economy in the era of Intelligence
- ✓ Boost employee skill level, Learning on 24X7 basis with different learning formats
- ✓ Reduce training expenditures

Contact Us

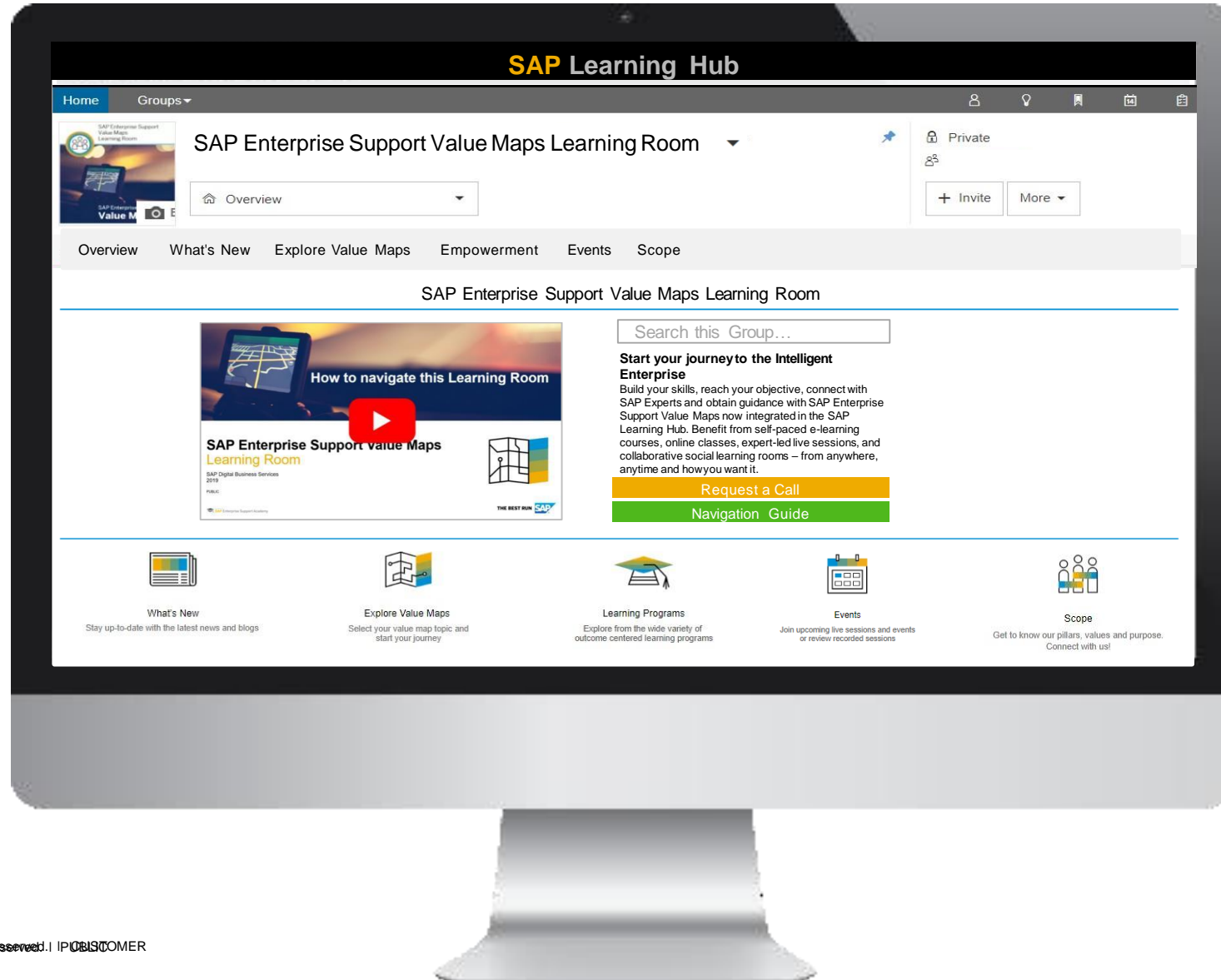
Request access to the SAP Learning Hub. If you are already registered you should use 'Access Value Maps' button.

Access SAP Enterprise Support Value Maps Learning Room.



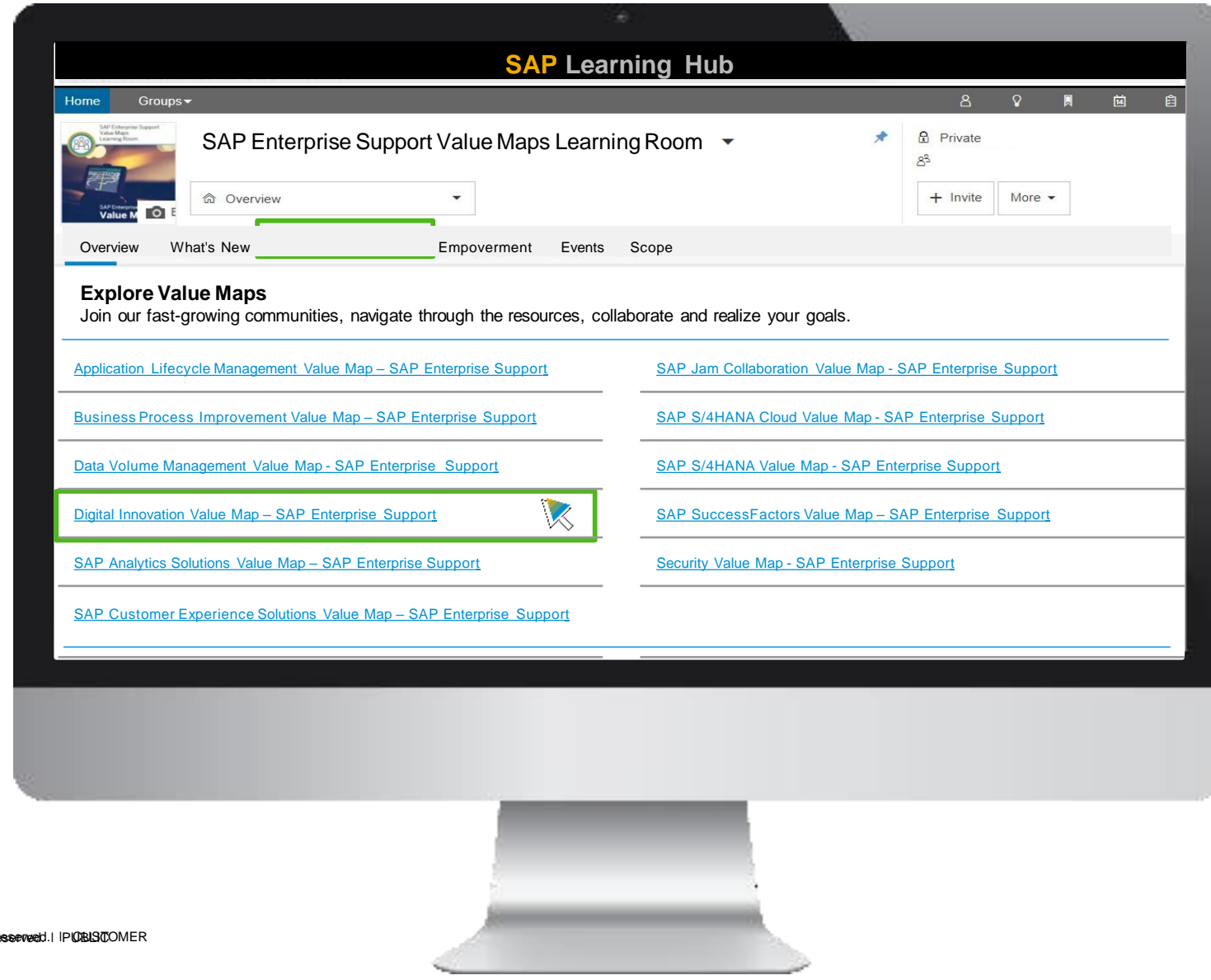
# SAP Enterprise Support Value Map Learning Room

Unified experience



# SAP Enterprise Support Value Map Learning Room

## Explore Value Maps





“SAP Enterprise Support really had our backs during this project – helping us take full advantage of our IoT application development toolkit. They worked with our development and integration team to help get our first IoT sensor pilot off the ground.”

– Bart Karel Degroote, Project Lead, Proximus Group

# SAP Intelligent RPA Co-Innovation Opportunities

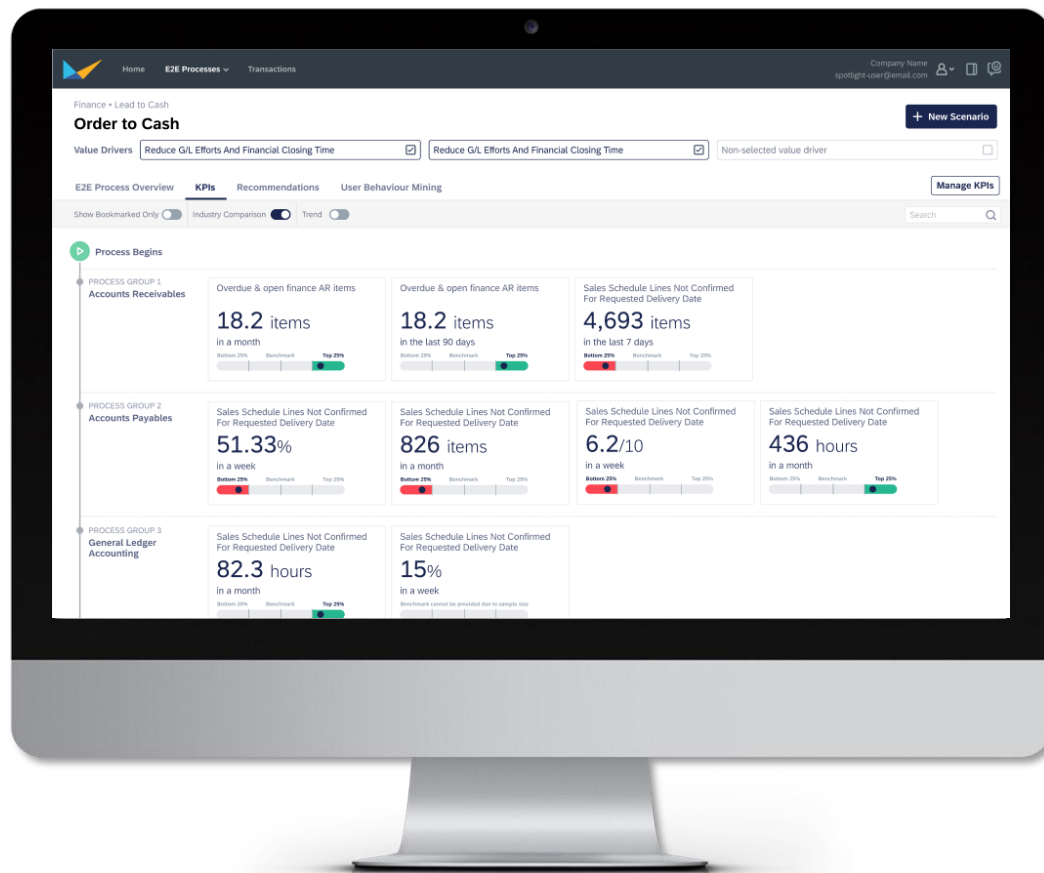
1. ESAC Co-Innovation Project
2. CoP using SAP Intelligent RPA tool to enhance their vendor management system
3. 5-6 week engagement
4. Project Team includes Customer, ESA, Value Map FA, SAP Intelligent RPA services team
5. We are looking for more customer co-innovation opportunities

# SAP Business Scenario Recommendations on Spotlight

CUSTOMER




## SAP Business Scenario Recommendations on Spotlight



### Your Business Scenario Recommendations report is enriched with an online version: [BSR on Spotlight](#)

In addition to this PDF report, Spotlight delivers a lightweight, data-driven report on transaction and process usage in your ERP system

- Understand which ERP components, transactions and processes are heavily used
- Identify areas with highest potential for process improvement and automation
- Find out which SAP solutions can bring immediate value to your business operations

Spotlight logos (  ) in this report indicates jump-offs to the [BSR on Spotlight](#) online version



[Access your BSR  
on Spotlight report](#)



# From Business Scenario Recommendation to Spotlight

Get recommendations to improve

Focus on the relevant KPIs

Drill-down into E2E processes

**Business Overview**

1 SELECT A LINE OF BUSINESS  
Finance

2 SELECT A VALUE DRIVER  
Reduce Finance Cost & Closing Time

Select Additional Value Driver

GOOD PERFORMANCE	E2E PROCESS
Overdue or open finance items in AP items	1,020 Financial Accounting
PO items created after invoice	10 Financial Accounting
Open items on goods receipt/invoice in G/L	1,608 Financial Accounting

**OPPORTUNITIES TO IMPROVE**

Customer payments auto-cleared	0% Financial Accounting
Vendor payments auto-cleared	50% Financial Accounting
Errors during production order settlement	693 Financial Accounting

[View: Financial Accounting](#)

**Order to Cash**

Value Drivers: Reduce G/L Efforts And Financial Closing Time  Reduce G/L Efforts And Financial Closing Time  Non-selected value driver

E2E Process Overview | **KPIs** | Recommendations | User Behaviour Mining

Show Bookmarked Only  Industry Comparison  Trend

**Process Begins**

- PROCESS GROUP 1: Accounts Receivables
  - Overdue & open finance AR items: 18.2 items in a month
  - Overdue & open finance AR items: 18.2 items in the last 90 days
  - Sales Schedule Lines Not Confirmed For Requested Delivery Date: 4,693 items in the last 7 days
- PROCESS GROUP 2: Accounts Payables
  - Sales Schedule Lines Not Confirmed For Requested Delivery Date: 51.33% in a week
  - Sales Schedule Lines Not Confirmed For Requested Delivery Date: 826 items in a month
  - Sales Schedule Lines Not Confirmed For Requested Delivery Date: 6.2/10 in a week
  - Sales Schedule Lines Not Confirmed For Requested Delivery Date: 436 hours in a month
- PROCESS GROUP 3: General Ledger Accounting
  - Sales Schedule Lines Not Confirmed For Requested Delivery Date: 82.3 hours in a month
  - Sales Schedule Lines Not Confirmed For Requested Delivery Date: 15% in a week
- PROCESS GROUP 4: Product Cost Controlling
  - NPS Score received after deliver the product in 14 days: 8/10 in a month
- PROCESS GROUP 5: Incoming Payment
  - Customer Payments Auto-cleared: 0% in a week

**Process Ends**

**Order to Cash**

Value Drivers: Reduce G/L Efforts And Financial Closing Time  Reduce G/L Efforts And Financial Closing Time  Non-selected value driver

KPIs | **Recommendations**

Top 5 | List

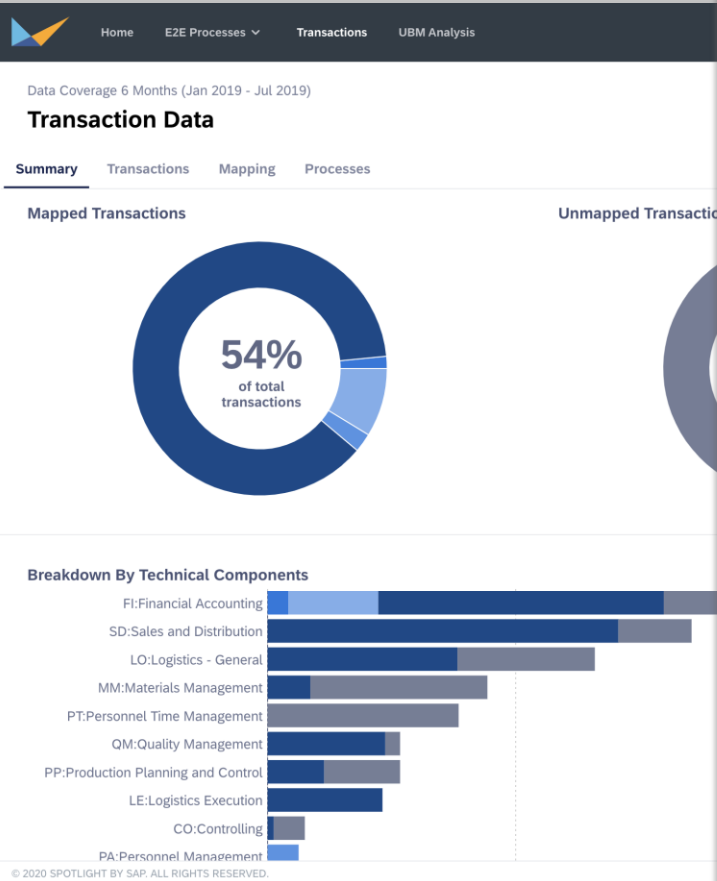
**Process Begins**

- PROCESS GROUP 1: Accounts Receivables
  - Cash Management
  - Payments and Bank Communication
  - Financial Shared Services Management
  - Financial Accounting
  - Entity Closing
- PROCESS GROUP 2: Accounts Payables
- PROCESS GROUP 3: General Ledger Accounting
- PROCESS GROUP 4: Product Cost Controlling

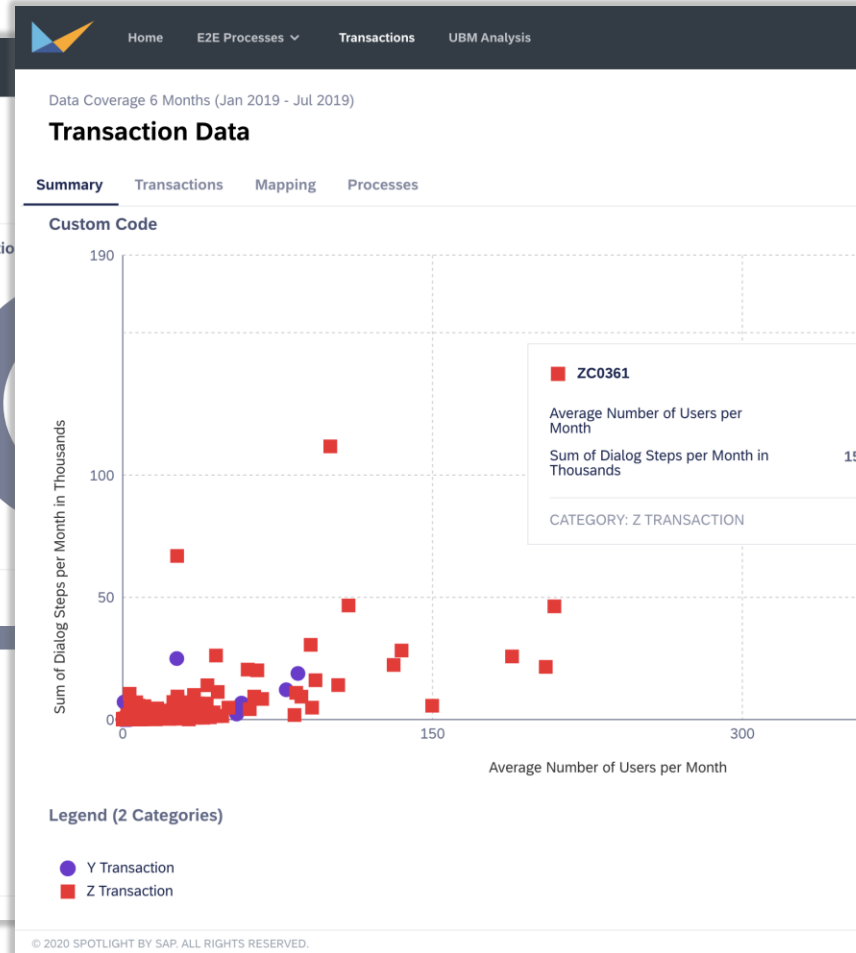
**Process Ends**

# Spotlight's Additional Capabilities

## SAP S/4HANA conformity



## Usage of custom and partner code



## Usage analysis and recommendations

**Transaction Data**  
Data Coverage 6 Months (Jan 2019 - Jul 2019)

**Summary** Transactions Mapping Processes

INDUSTRY COMPARISON

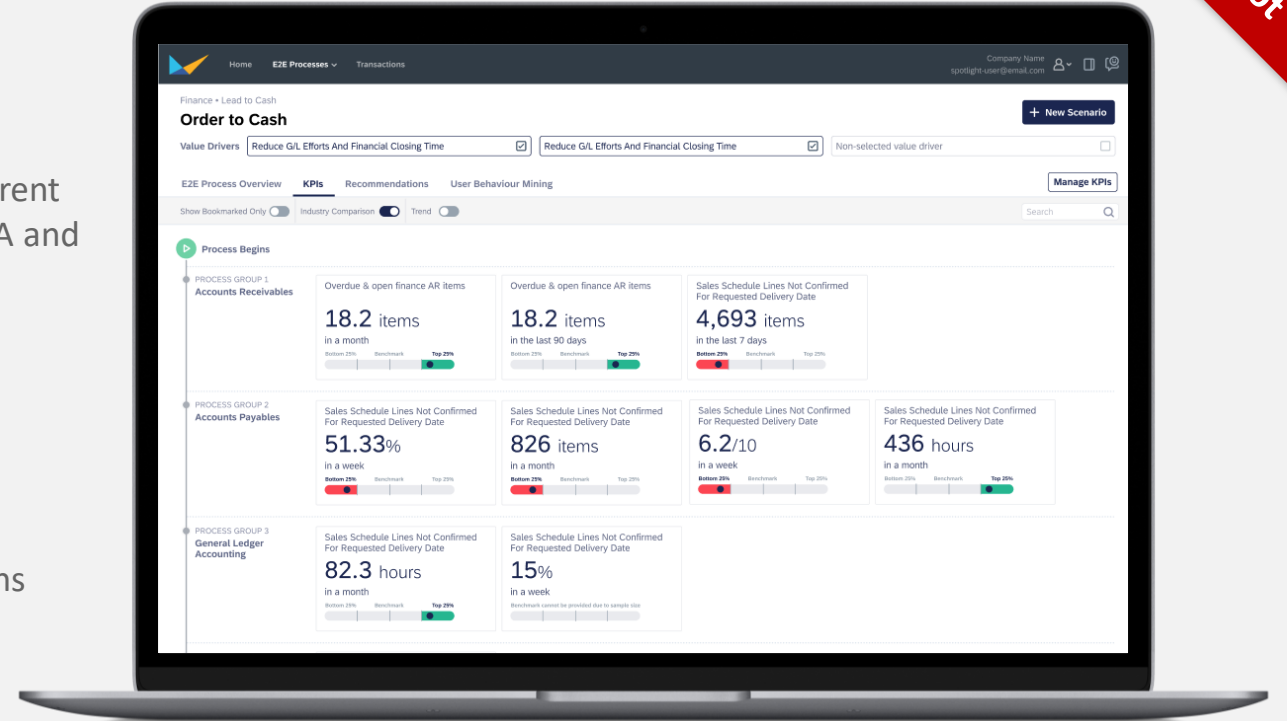
PROCESS	SCORE	MANUAL EFFORT
Accounts Payable (J60)	8.6	10 ↑↑↑
IRPA Supplier Invoice Status Checks		Best Practice Explorer
IRPA Supplier Master Data Check		Best Practice Explorer
ML Business Integrity Screening		JAM (internal) Leonardo
ML Detect Abnormal Liquidity Items		JAM (internal)
ML SAP Cash Application - Payables Line-Item Matching		JAM (internal) Leonardo
ML Tax Compliance		JAM (internal)
Accelerated Customer Returns (BKP)	7.6	8.9 ↑
Accelerated Third Party Returns (I23)	6.5	8.1 ↑
Accounting and Financial Close (J58)	7.9	8 ↑↑
Accounting and Financial Close - Parallel Ledger (1GA)	7.6	7.9 ↑↑
Accounts Receivable (J59)	8.1	9.1 ↑↑
Advanced Bank Account Management (J77)	5.7	2.8 ↓
Advanced Cash Operations (J78)	3	0 ↓↓↓
Asset Accounting (J62)	7.3	5.7 ↓
Asset Accounting - Parallel Ledger (1GB)	4.9	4.6 ↑↑↑
Asset Under Construction (BFH)	3.9	4.3 ↑↑↑
Asset Under Construction - Parallel Ledger (1GF)	2.4	3.5 ↑↑↑
Basic Bank Account Management (BFA)	4.2	2.8 ↓↓

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# SAP Business Scenario Recommendations on Spotlight (free offer)

A lightweight PDF and an associated cloud-based report to understand current business process performance & identify business value from SAP S/4HANA and more SAP solutions.

- Gain unique insights into your current operational business process performance, functional usage and industry benchmarks
- Understand the value of relevant capabilities in SAP S/4HANA and the Intelligent Enterprise
- Identify areas with highest potential for process improvement and automation which can bring immediate value to your business operations



## What is it?

Report for business executives, providing **business performance** insights with **industry benchmarks** and **tailored guidance**

## What do I get?

**PDF document** directly linked to an **online tool** with additional insights on **usage patterns** for processes and transactions

## Why use it?

Identify the **value SAP S/4HANA** can bring, relevance of **partner/ custom code** and high potential for process and **automation improvement**

## How to get it?

Upload your data within minutes following the instruction on [www.s4hana.com](http://www.s4hana.com) and receive your personal report within days

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