



SAP ONE Support Launchpad

Your Personalized Digital Support Experience

December 4th 2018

Webinar: SAP ONE Support Launchpad: Personalized Access to the Support World

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Project & Product Management – SAP ONE Support Launchpad

PUBLIC



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Why SAP ONE Support Launchpad?



Your Personalized Digital
Support Experience



Why SAP ONE Support Launchpad?



Why SAP ONE Support Launchpad?



Note: Excerpt of acquisitions

What is the SAP ONE Support Launchpad?



Your Personalized Digital
Support Experience





<https://launchpad.support.sap.com>

*“**Simplify** the SAP Support experience by offering **task driven, harmonized** and **user-centric** Service and Support applications for all SAP Solutions, accessed through **one central entry point.**”*

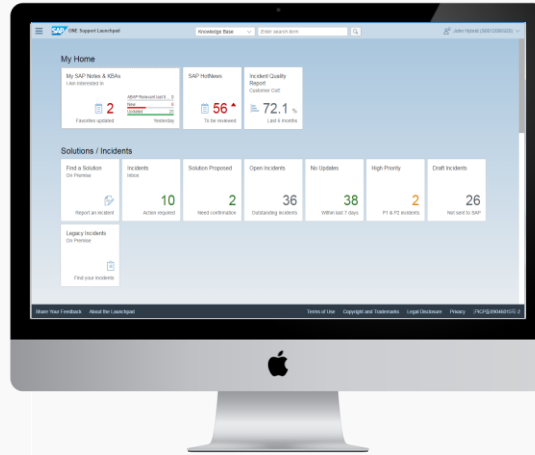
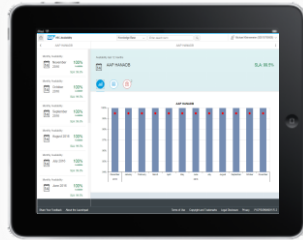
Facts



Your Personalized Digital
Support Experience



SAP ONE Support Launchpad – Facts



97,000 Unique visitors a day

30.000 Notes/KBA searches per day

1.1 Mio Incidents logged per year

3rd most traffic SAP site

22 Mio page views per month

2.5 Mio software downloads per month

250TB software downloads per month

95% of all users return within a month

What about the **Applications**?

- **Reporting Incidents:** more than **4000** incidents per day, more than **1.100.000** incidents per year.
- **Search and Reading SAP Notes and Knowledge Information:** more than **120.000** searches a day
- **Downloading SAP Software:** more than **2.500.000** software downloads with volume of more than **250TB** per month

What about the **Applications**?

- **Working with System Data:** more than **540.000** active Systems
- **Managing Support Users:** more than **1.000.000** S-Users

Piloting Program

Early Collaboration with End-Users



Your Personalized Digital
Support Experience



Piloting Program – Excerpt of participants

FRITZ & MACZIOL

Allianz 

 **scansource**

 **XITing** quality

 **SEVEN PRINCIPLES**
Enabling Your Business

DAIMLER

sappi

HILTI

amag

McLaren 

 **elster** Vital Connections

EKORNES


**Chevron
Phillips**
Chemical Company LLC

T · · Systems · ·

e.on

Piloting Program - Early Collaboration with End-Users

- Incremental Approach
- Unlimited timely access to pilot system
- 6-8 week long development cycles
- Regularly roll out of new functionality and collection of feedback in regularly Roll Out / Feedback Sessions
- Dedicated additional topics around the SAP ONE Support Launchpad included in Roll Out / Feedback Sessions
- No obligations for participants

Where to get more info?



Your Personalized Digital
Support Experience



More Info

- Tips and Tricks in blogs.sap.com
- [Release Dates](#)
- [Book a demo](https://support.sap.com/en/my-support.html) (https://support.sap.com/en/my-support.html)
- [Application Help in Support Portal](#)
- [Overview Tiles](#)
- Follow us on Twitter: [#SAPONESupportLaunchpad](https://twitter.com/SAPONESupportLaunchpad)

Q & A

Thank you very much!

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Appendix



Your Personalized Digital
Support Experience



Overview



Your Personalized Digital
Support Experience



Personalized central access to Service and Support

SAP ONE Support Launchpad



Your Personalized Digital Support Experience



SAP ONE Support Launchpad – Your Personalized Digital Support Experience

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

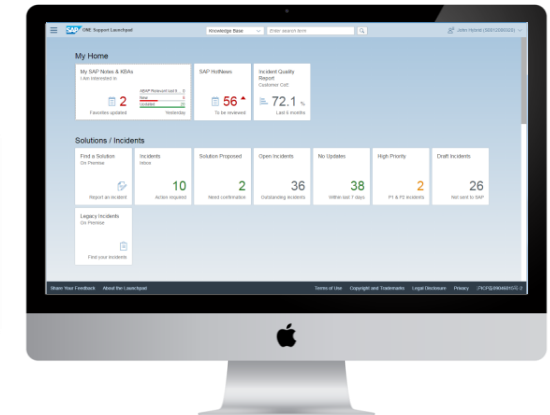
Access

- Direct access via: <https://launchpad.support.sap.com>
- Access via the [SAP Support Portal](#)
- Access via QR-Code:



Mobile

Preview



Desktop

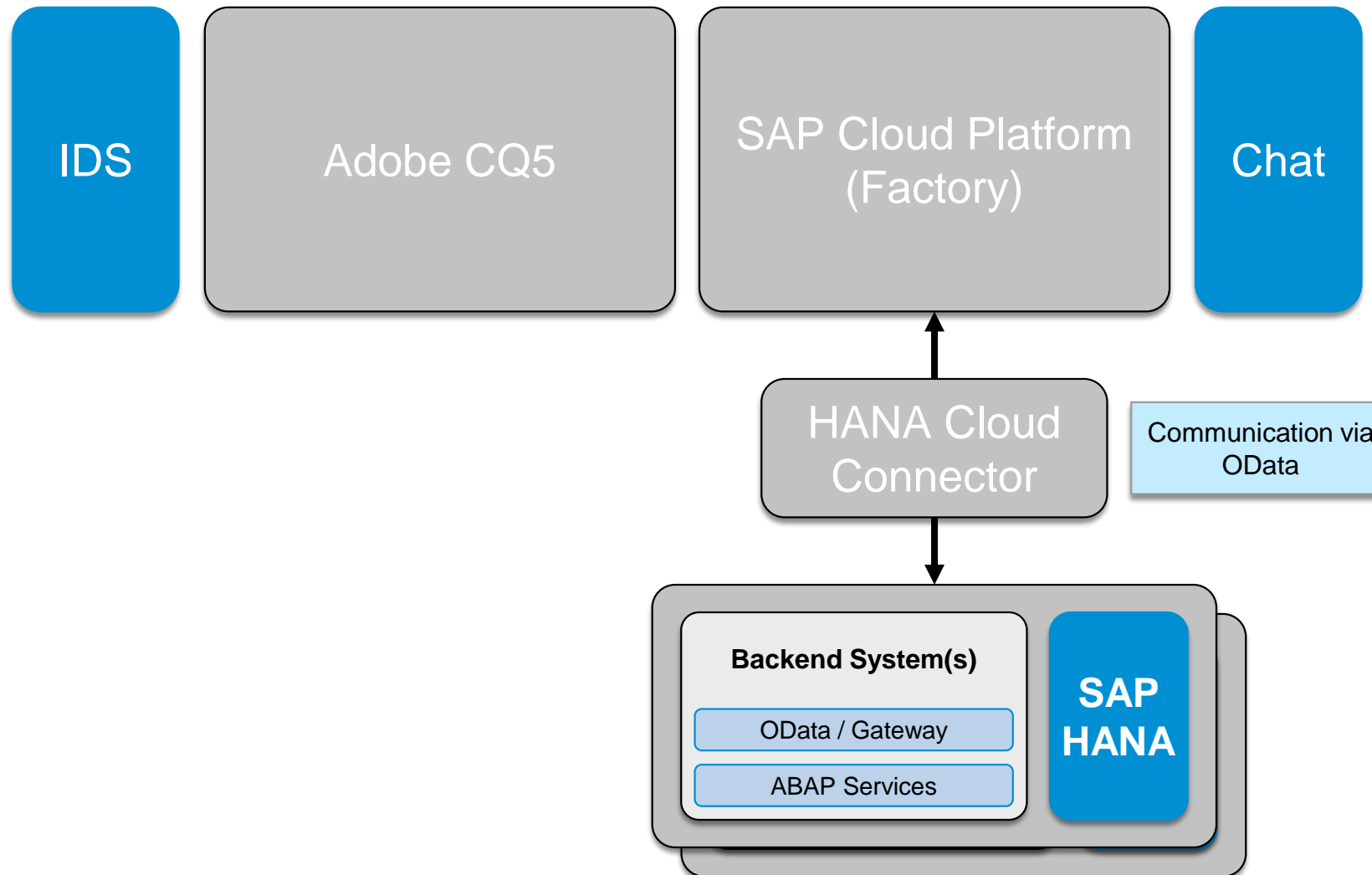
High Level Architecture



Your Personalized Digital
Support Experience



High Level Architecture



Search



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Support Experience



Search – Use Cases

1. Problem Solving

- Simple Interface – Single search field
- Narrow down performed in result list
- Snippets to display why result item has been found
- Grouping result in various sections

2. Reoccurring Administration Tasks

- Determination of specific set of SAP Notes
- Setting filters as input for search
- Saving search variants
- Providing update as feed

3. Navigation

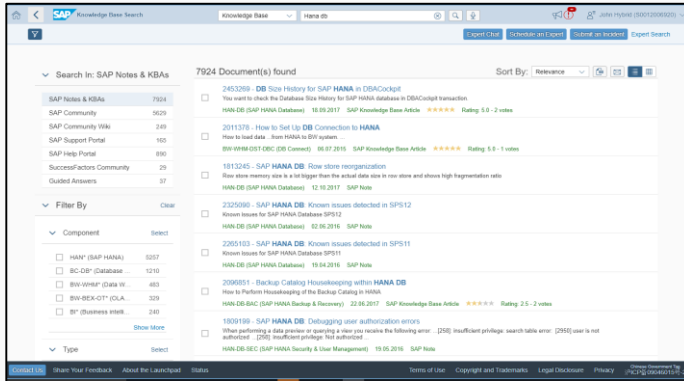
- Quick Navigation to Objects without knowledge of exact path

4. Search as a Service

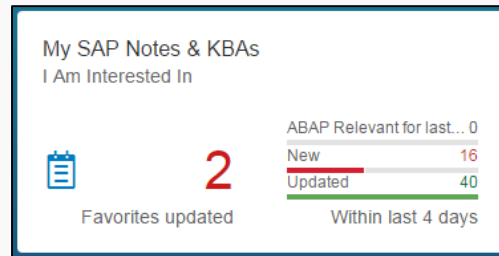
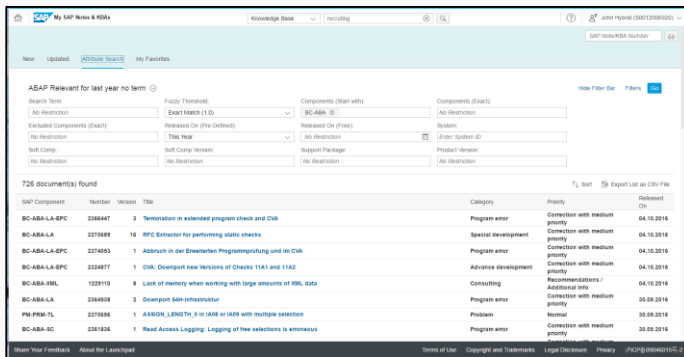
- Make search consumable by other applications (e.g. Incident Management)
- Combine search capabilities with predictive algorithms

Search – Solutions available

1. Google like **Global Search** for Problem Solving and Navigation based Use Cases



2. **Expert Search** for Reoccurring Administration Tasks based Use Cases



Sample Applications



Your Personalized Digital
Support Experience



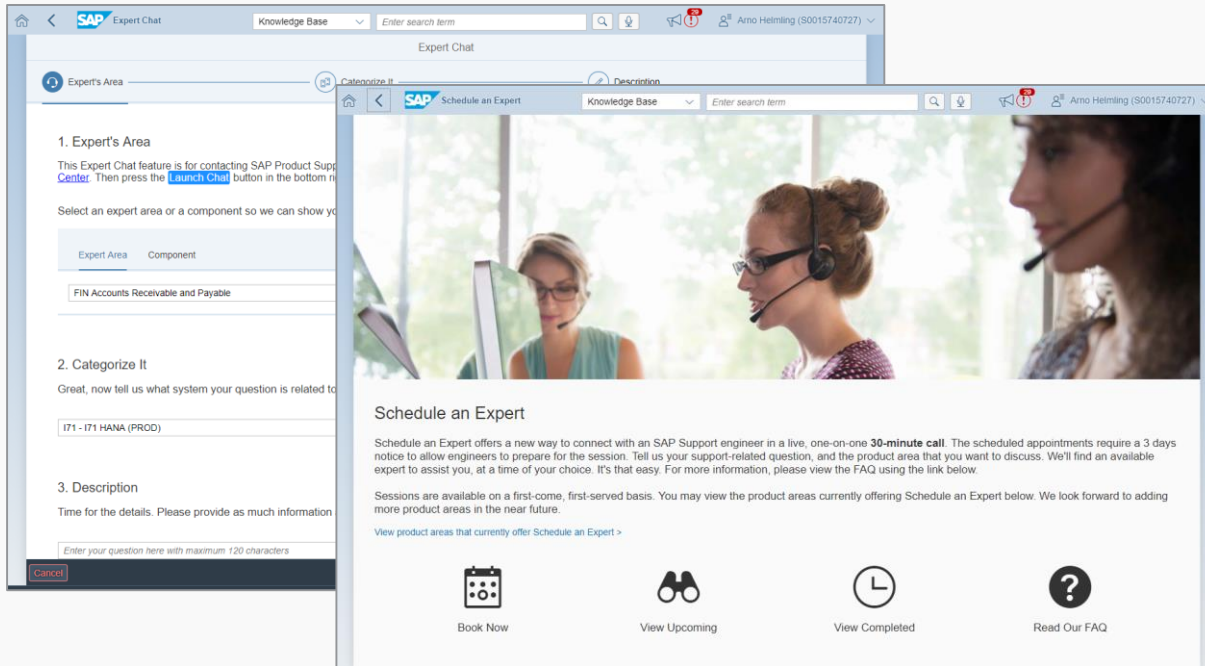
Live Support Channels



Your Personalized Digital
Support Experience

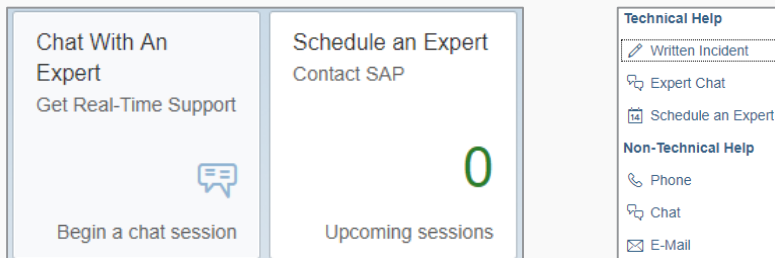


Live Support Channel – Select the channel to contact SAP for help



Vision: Interact with SAP in Real-time

- **Expert Chat** provides an alternative entry point for engaging with SAP Support. The new interface provides a streamlined method of chatting with the required Expert within SAP support.
- **Schedule an Expert** offers a new way to connect with an SAP Support engineer in a live, one-on-one 30-minute call to discuss a technical topic of your choosing. The scheduled appointments require a 3-day notice to allow engineers to prepare for the session. Tell us your question, and the product area that you want to discuss. We'll find an available expert to assist you, at a time of your choice.



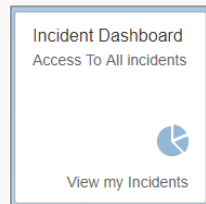
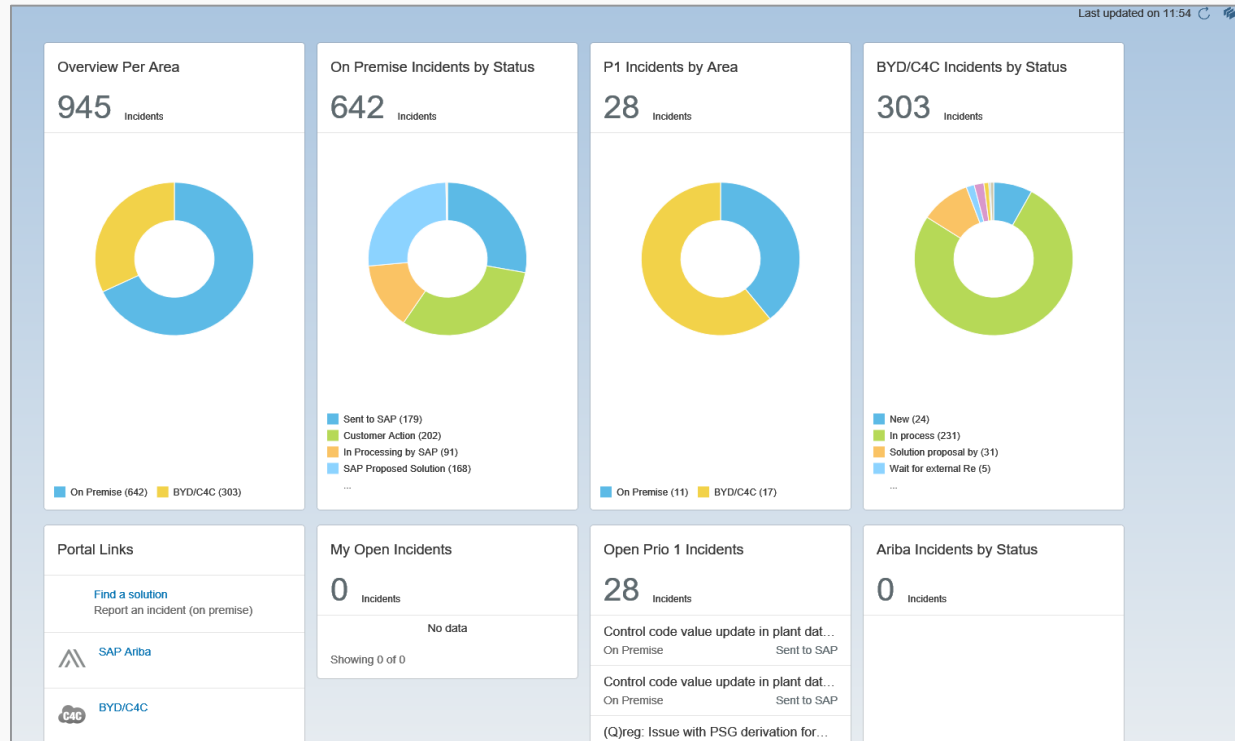
Incident Dashboard



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Support Experience



Incident Dashboard – See all your Incidents at a glance



Overview of all incidents for all solutions:

- Business Suite (on Premise)
 - Today this includes also a lot of cloud services (like S/4HANA CE or SAP Cloud Platform). This will be separated soon.
- SAP SuccessFactors
- SAP Business ByDesign
- SAP Hybris Cloud for Customer
- SAP Ariba
- SAP Fieldglass
- SAP Concur

Incident Management today:

- In SAP ONE Support Launchpad
 - Business Suite and SAP Successfactors
- As Built-In Support
 - SAP Business ByDesign and SAP Hybris Cloud for Customer
- In separate own portals
 - SAP Ariba, SAP Fieldglass, SAP Concur

Incident Management in the future:

- For all solutions in SAP ONE Support Launchpad.

Personalize your dashboard with the area of interest. Only those solutions will be displayed that are licensed.

Details about the incidents by clicking on the corresponding card or chart.

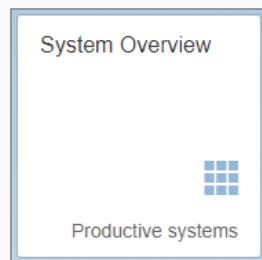
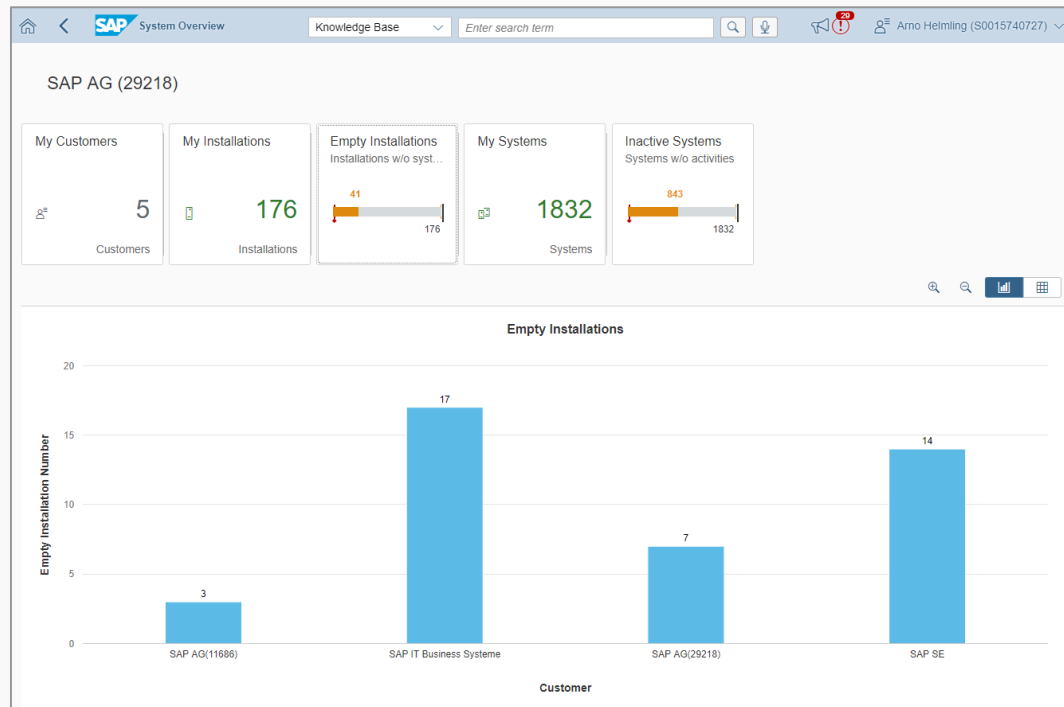
System Overview



Your Personalized Digital
Support Experience



System Overview – Holistic view on your SAP Solutions



Vision: End-to-End view on landscape incl. on-premise and cloud

- Enables the user to **view and analyze** his landscape on key performance indicators (KPI) by intuitive drilldowns.
- Shortcuts for specific part of the landscape available via **predefined KPIs** (e.g. Empty Installations)
- **Various views** (Graphical view, Tree view, Table view) offered for visualization.
- **Close Integration** (one-click navigation) with System Data Management Application and Installation Management Application

Cloud Availability Center






Your Personalized Digital
Support Experience




Cloud Availability Center (CAC) - Service Status of your SAP Cloud Solutions


Cloud Availability Center is part of the [SAP Cloud Trust Center](#).







SAP SuccessFactors  Service Normal 


Beta 


Production

Last Update: 25.09.2017, 11:58 (GMT+0200) 

Current Cloud Solution Status 


SAP SuccessFactors	Status
HCM Suite	 Service Normal 
Recruiting Marketing	 Service Normal
Jam Collaboration	 Service Normal
Learning	 Service Normal
Workforce Analytics	 Service Normal



Event Calendar 



Week  Today



< September 2017 >

Mon 25	Tue 26	Wed 27	Thu 28	Fri 29	Sat 30	Sun 1
HCM Suite						
Recruiting Marketing						
Jam Collaboration						

Latest News 

Important Customer Information Event ID EV50355
 There is a new customer communication: Cloud Availability Center will replace current cloud
6 days ago
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Important Customer Information Event ID EV50355

Vision: All SAP Cloud Solution are available in CAC!

Product availability: current version provides status for

- SAP SuccessFactors
- SAP Business ByDesign
- SAP Hybris Cloud for Customer
- SAP Integrated Business Planning
- SAP S/4HANA Cloud
- SAP Cloud Platform Integration

Planning via a maintenance calendar: includes maintenance (scheduled and unscheduled), service disruptions / interruptions

Latest news: view the latest 5 notifications for your products here

Current and historic notifications impacting your products: view notifications going back 6 months for your products here

Optimized for your time zone: refresh the page to load the latest information

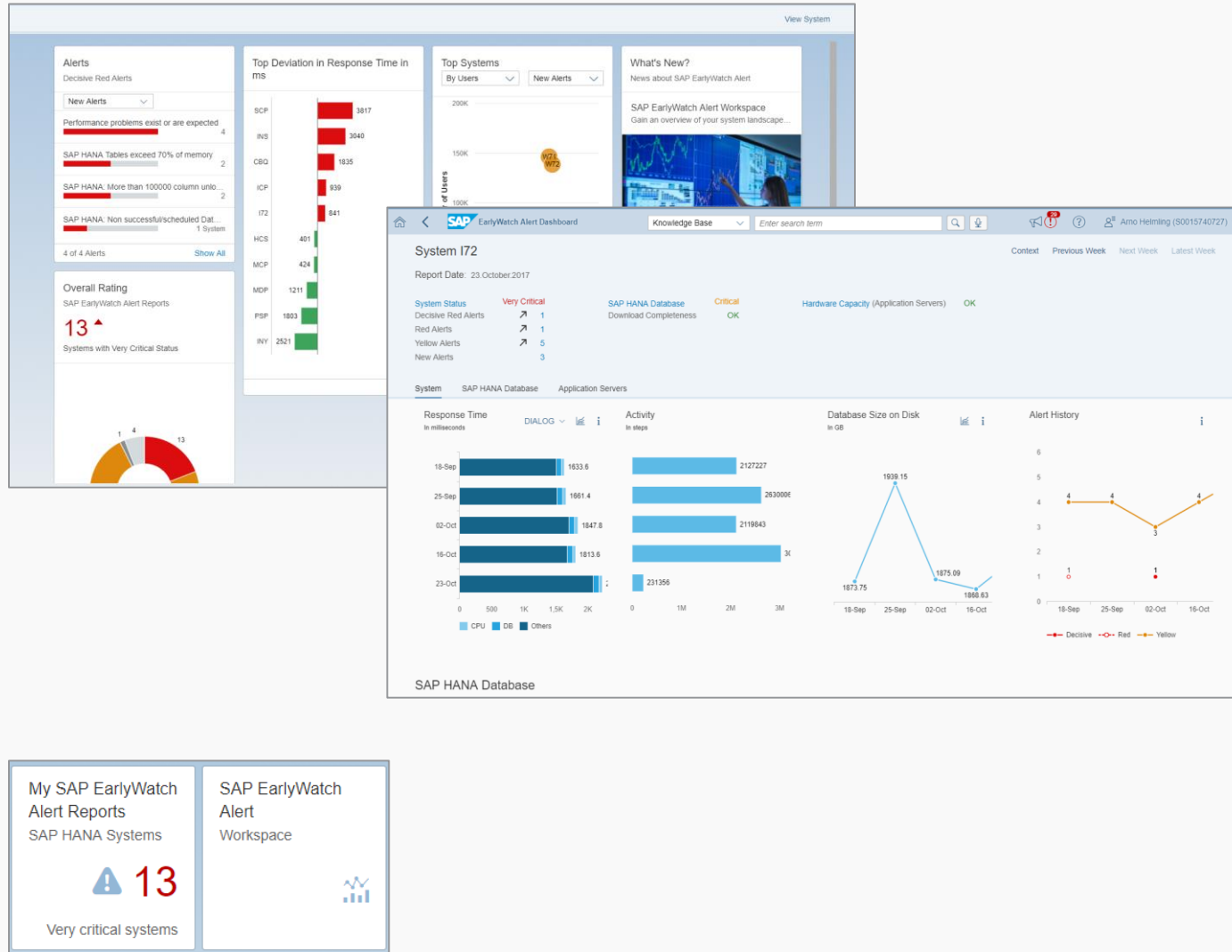
SAP EarlyWatch Alert



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New set of SAP EarlyWatch Alert Applications



SAP EarlyWatch Alert Reports: Get an overview on the rating of all critical systems in your system landscape. You can monitor the most interesting alerts and find out how to improve the system stability, performance, and security. By default, reports of the last ten days are displayed.

For every system, for which an SAP EarlyWatch Alert service had been executed, you can display the rating both of the system and the underlying topics. In a topic or subtopic, you can view detailed information including recommendations how to solve possible issues.

SAP EarlyWatch Alert Workspace: The central landing page which gives a comprehensive overview on your system landscape regarding stability, configuration, hardware utilization and performance

Drill-downs into KPI time series for a long time range are provided, e.g. database growth, SAP HANA CPU and memory utilization and response times.

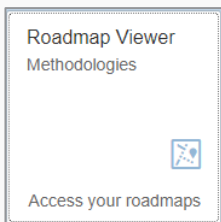
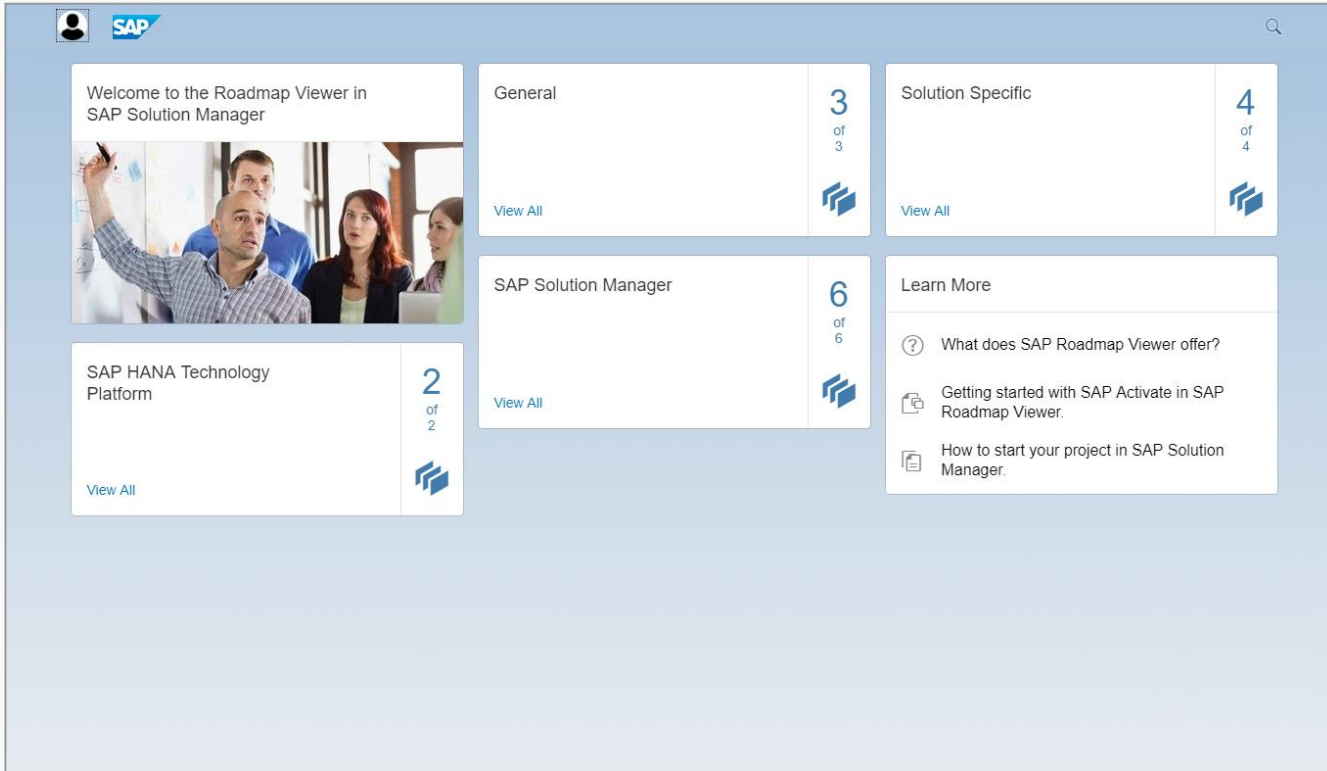
Roadmap Viewer



Your Personalized Digital
Support Experience



Roadmap Viewer – bring innovations into your company



Goal: Help you to bring improvements and innovations into your company!

- Contains specific procedures and methods
- SAP roadmaps are organized based on their general or product-specific relevance.
- The selected SAP roadmap gives you a general overview of the usage and goals.
- SAP roadmaps can be structured by phases, workstreams, or services.
- The results are presented as activities, deliverables, and tasks.
- If the selected roadmap is relevant for you, choose the attached project plan and upload it in SAP Solution Manager - project management.
- The result is a project plan in the form of a work breakdown structure that you can use as a starting point for delivery.

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