SAP Enterprise Support Advisory Council 2016
Overview Presentation

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April 6, 2016

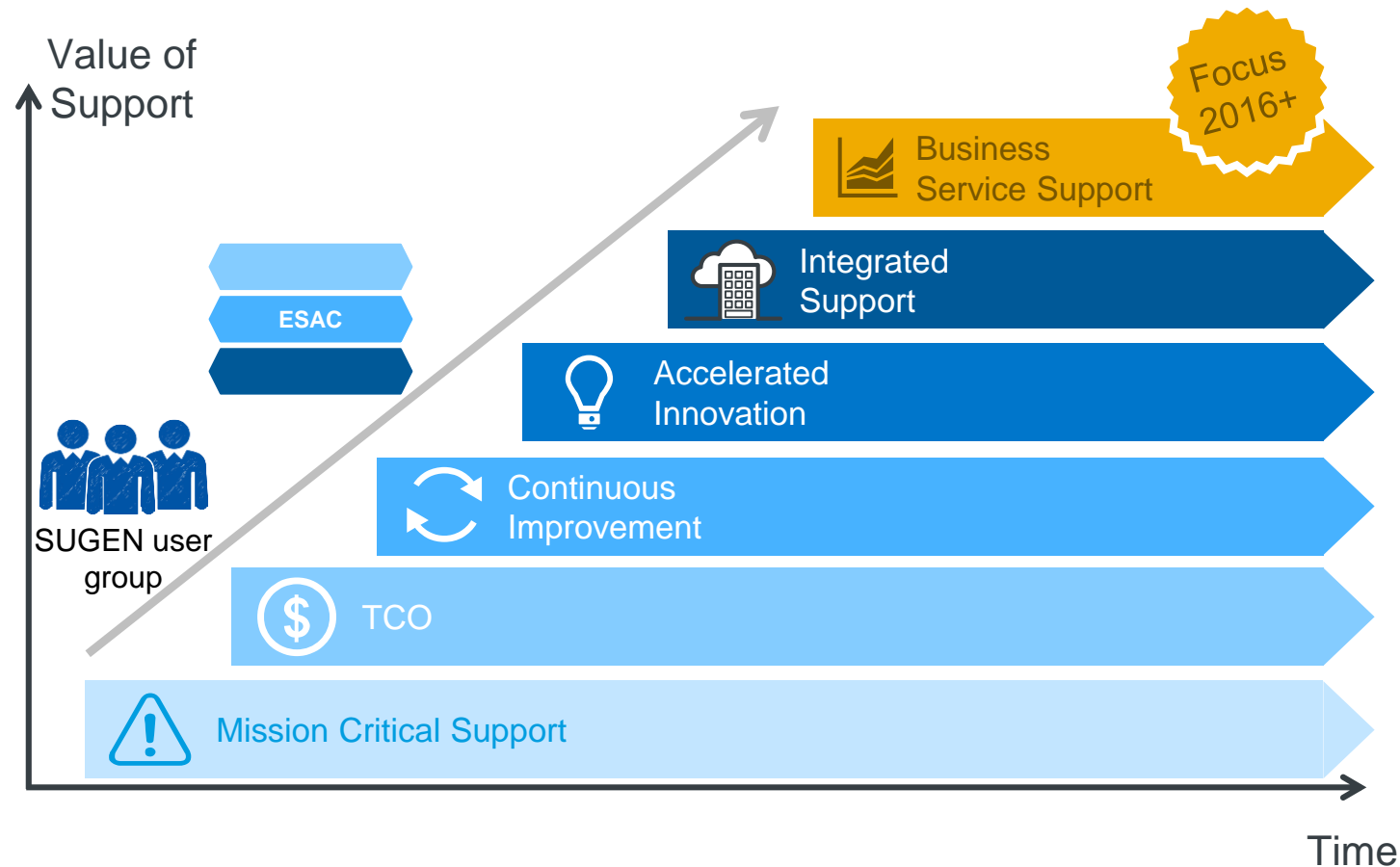Customer

SAP

Today's Agenda

✓ SAP Enterprise Support Advisory Council at a Glance

✓ 2016 Focus Topics

✓ Collaborative Working Model via SAP Jam incl. Live Demo

✓ Additional Information

✓ How to Join

✓ Q&A

The Evolution of Support
Enterprise Support Advisory Council accompanies SAP Global Service & Support

Value of Support

Focus 2016+

Business Service Support

Integrated Support

ESAC

Accelerated Innovation

Continuous Improvement

SUGEN user group

TCO
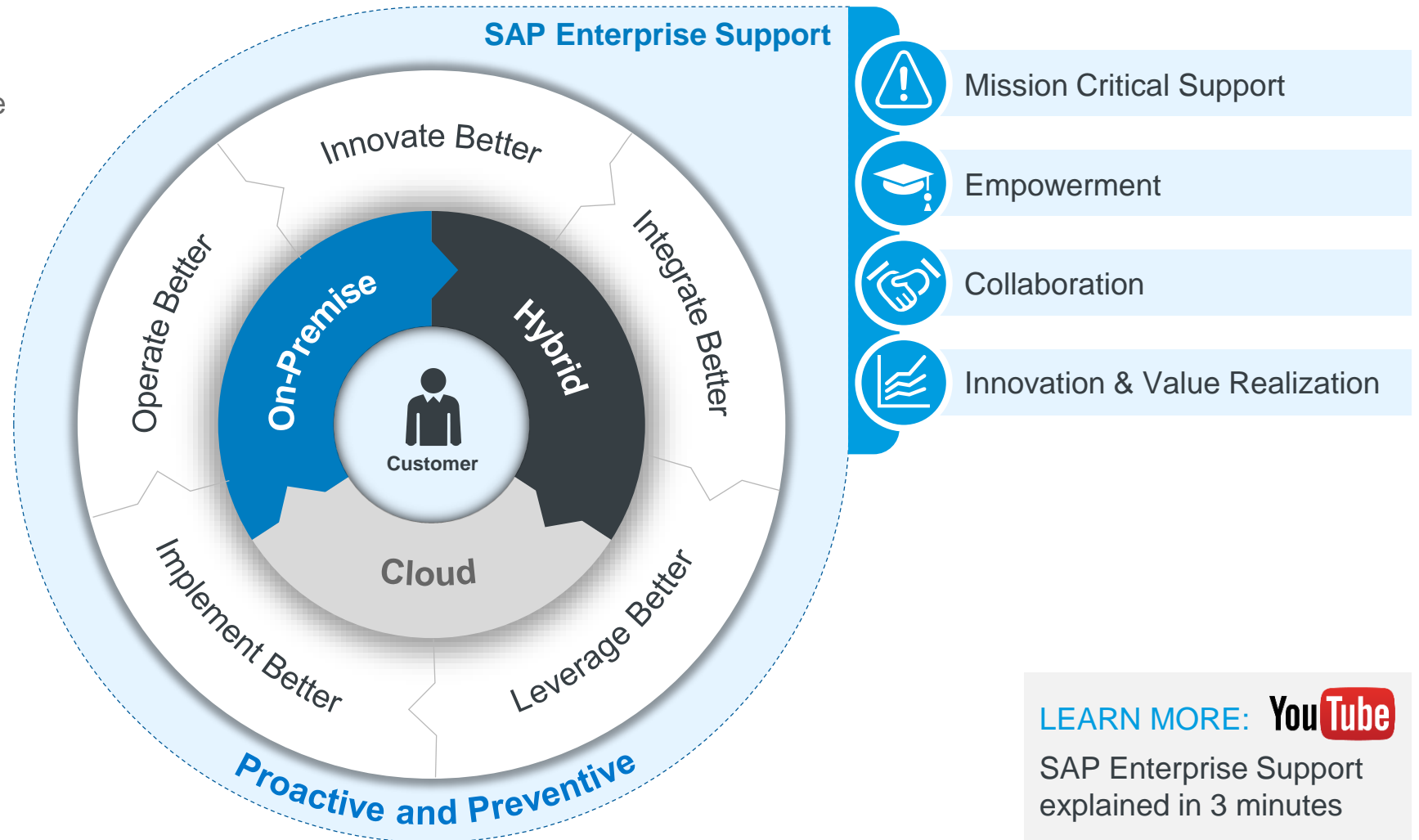
Mission Critical Support

Time

Through the years, the SAP Enterprise Support Advisory Council has evolved from the SUGEN Program in 2009 to focus on continuous improvement and measurement of achievements to the innovation program of SAP Enterprise Support to substantially influencing business service support focused on real business value and outcome.

SAP Enterprise Support
Proactivity from day one complementing issue resolution

- Proactive and preventive support from day one covering the complete lifecycle

- 24x7 production down support based on service level agreements

- Smooth integration of cloud solutions and end-to-end supportability of hybrid landscapes

- Faster time-to-value and accelerated adoption of innovations with minimal business disruption

- Automation capabilities of SAP Solution Manager for on-premise and hybrid scenarios

- Built-in SAP ONE Support capabilities: Consistent and meaningful support experience across all deployment options

SAP Enterprise Support

Innovate Better

Integrate Better

Operate Better

On-Premise

Hybrid

Customer

Cloud

Implement Better

Leverage Better

Proactive and Preventive

Mission Critical Support

Empowerment

Collaboration

Innovation & Value Realization

LEARN MORE: YouTube
SAP Enterprise Support explained in 3 minutes

SAP Enterprise Support Advisory Council 2016
What?

The SAP Enterprise Support Advisory Council is an open program for all SAP Enterprise Support customers that targets the **development and continuous enhancements of the SAP Enterprise Support offering** to be 100% aligned with the needs of our customers.

We are looking forward to co-innovating with our customers in the SAP Enterprise Support Advisory Council in 2016. In detail we have identified four key innovation topics for this year's program:

*   **SAP Cloud Solutions**
*   **SAP S/4HANA**
*   **SAP Fiori powered by HANA Cloud Platform**
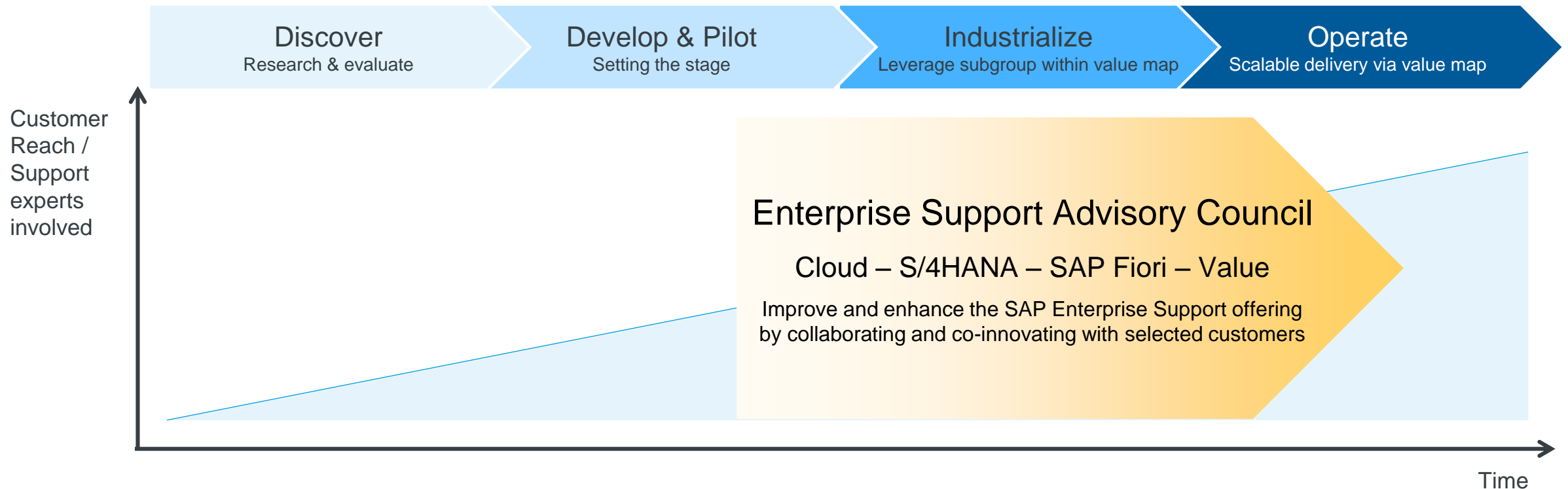*   **Value for Business Decision Makers**

In case customers are interested in participating, they may contact their SAP Enterprise Support Advisor or send us an email: SAP Enterprise Support.

Learn more about the SAP Enterprise Support Advisory Council here on the SAP Support Portal.

SAP Enterprise Support Advisory Council 2016
How?

In 2016, after successful discovery and pilot phases have been conducted we will industrialize our offering, i.e. **enhancing the support deliverables** based on the participating customers' requests and feedback. We will then promote the new offering within the rest of our customer base and extend the SAP Enterprise Support value maps during the operation phase.
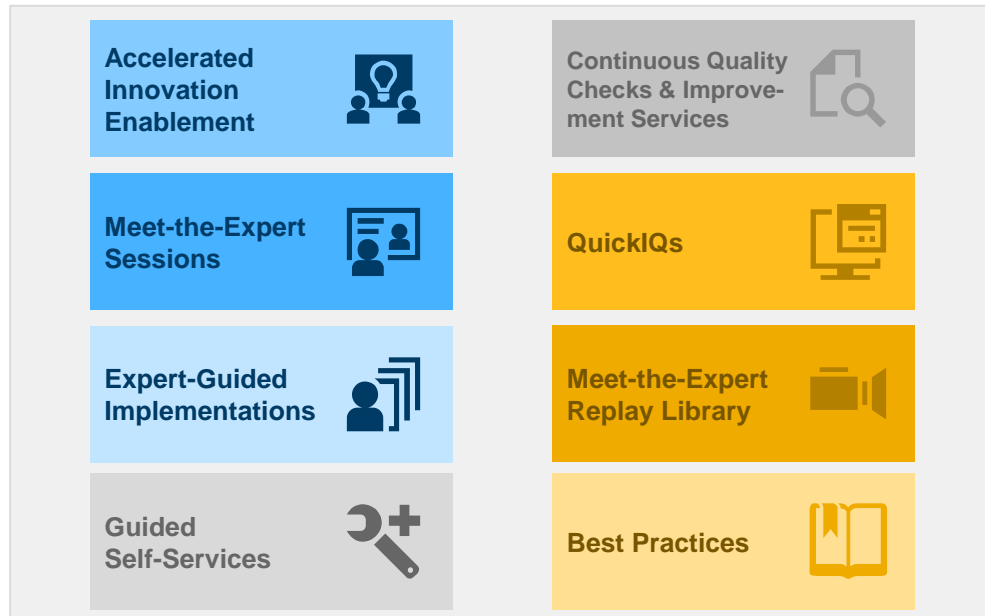
Discover
Research & evaluate

Develop & Pilot
Setting the stage

Industrialize
Leverage subgroup within value map

Operate
Scalable delivery via value map

Customer Reach / Support experts involved

Enterprise Support Advisory Council

Cloud – S/4HANA – SAP Fiori – Value

Improve and enhance the SAP Enterprise Support offering by collaborating and co-innovating with selected customers

Time

SAP Enterprise Support Advisory Council 2016
Why?

Being part of the SAP Enterprise Support Advisory Council requires on the one hand that our customers invest a considerable amount of time and efforts but on the other hand they will get access to a very **exclusive circle** enabling them to become **early adopters of the latest support innovations**. Participants also profit from a **bigger investment from SAP's side** (e.g. experts on-site) and by directly **influencing SAP's offering** in a meaningful way based on their own requirements.

SAP Enterprise Support comprises *more than 1,100 services and tools* provided in several formats…

…with the **SAP Enterprise Support Advisory Council** you get *additional deliverables*:

Accelerated Innovation Enablement	Continuous Quality Checks & Improvement Services
Meet-the-Expert Sessions	QuickIQs
Expert-Guided Implementations	Meet-the-Expert Replay Library
Guided Self-Services	Best Practices

+

Direct Exchange	direct exchange with SAP experts from other departments, e.g. development
Pilot expert Workshops	exclusive expert pilot workshops
Customer Events	exclusive customer events – peer-to-peer exchange and knowledge sharing
SAP executive involvement	SAP executive involvement in SAP Enterprise Support Advisory Council

SAP Enterprise Support Advisory Council 2016
An exclusive circle for co-innovation, collaboration, co-investment, and FUN
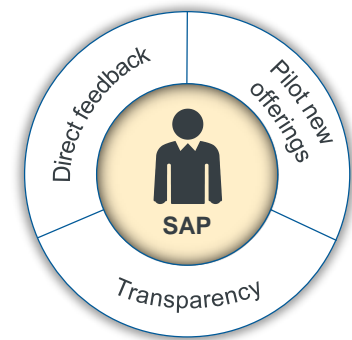

New Video: https://youtu.be/aUDq49DUNvl

SAP Enterprise Support Advisory Council: What's in it for Customers

SAP Enterprise Support Advisory Council 2016
Develop and enhance SAP Enterprise Support based on the customers' needs

Customer
- Expert access
- Peer-to-peer learning
- Early adopter

Co-innovation

Close collaboration

Co-investment

SAP
- Direct feedback
- Pilot new offerings
- Transparency

SAP Enterprise Support Value Maps
Discuss and share ideas with SAP experts and other customers via SAP Jam subgroups in SAP Enterprise Support Value Maps

Co-innovation	Close Collaboration	Co-investment
• Drive the evolution of SAP Enterprise Support • Scale complex offerings and make it available for everyone	• Leverage the capabilities of SAP Jam to further reduce time to value • Get direct access to SAP support experts • Share knowledge with other customers	• Create transparency about your needs and requirements and give direct feedback to further develop the SAP Enterprise Support offering • Execute jointly agreed service plan and pilot new offerings

SAP Enterprise Support Advisory Council 2016
Focus topics
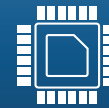
SAP Enterprise Support Advisory Council 2016

SAP Cloud Solutions	Value for Business Decision Makers	SAP S/4HANA	SAP Fiori powered by HCP
• Software as a Service • SAP Enterprise Support assets for Success Factor Solutions • Potential use case is piloting Drive Customer Migration to CRM/HCM innovations • SAP Enterprise Support assets for C4C	• Realization and transparency of core business process improvement • Potential use case is piloting Value Bridge methodology and implementation for SAP Enterprise Support customers	• SAP S/4HANA • More SAP Solution Manager value with release 7.2 by leveraging in-memory technology • Potential use case is piloting and testing new Simple Finance EGI	• Define a strategy to build or extend SAP Fiori • Increase customer HCP maturity • HANA Cloud Platform mobile services • Mobilizing SAP Fiori • Creating UI5 based apps • SAP Cloud Extension App

SAP Enterprise Support Advisory Council 2016
SAP Cloud Solutions

You want to …

- Fulfil growing requirements in your HR and Sales lines of business

- Leverage the full potential of the SAP SuccessFactors Cloud and Hybrid solutions

- Leverage HCP to enhance the control on your solution

- Explore the transition from On-Premise to Cloud

ESAC

Faster, cheaper and flexible innovations using **SAPs SuccessFactors**, **C4C and other SAP Cloud Solutions.**

Why invest in SAP Cloud Solutions?	**How we'll succeed?**	**What we'll do together?**
• Empower HR and Sales lines of business and IT to improve, validate and drive the business operations and continuity • Realize IT and business benefits together • Gain visibility on the Cloud operations	• Piloting new Enterprise Support services • Learn integration and hybrid methodology • Explore and try the Hana Cloud Platform extension possibilities	• Identify gaps on support services and agree on proof of concepts • Learn on the Cloud offering for SAP and identify how this can help your LoBs • Influence on the future ES offering for Cloud

SAP Enterprise Support Advisory Council 2016
SAP Business Suite 4 HANA

You want to …

- Identify your innovation potential with S/4HANA

- Learn more about S/4HANA Finance

- Leverage SAP Enterprise Support for a smooth transition.

ESAC

Enable innovations with simplicity through our next generation of Business Suite: **S/4HANA** and SAP Enterprise Support

Why invest in S/4HANA?	**How we'll succeed?**	**What we'll do together?**
• One central digital platform • Enable new business models and process innovations • Improve user experience thanks to SAP Fiori • Reduce TCI and TCO	• Enablement on S/4HANA new features and functions • Providing a simple path to S/4HANA for current ERP customers • Support our customers with ´show stoppers´ along the transition process	• Develop a clear roadmap to smoothly transition to S/4HANA • Co-develop services that support flawless execution on each stage on the transition • Ensure a successful GoLive of the S/4HANA solution

SAP Enterprise Support Advisory Council 2016
SAP Fiori powered by HANA Cloud Platform

You want to …

- Evaluate the HANA Cloud Platform Services
- Build, enhance or extend the Fiori or UI5 App
- Develop a customized Fiori Client for existing Fiori Apps
- Develop a new app or recreate existing app with UI5 in HANA Cloud Platform mobile services
- Create new Extension Apps based on SAP Cloud Solutions

ESAC

Hana Cloud Platform can be used to extend existing SAP on-premise solutions, to enable mobile scenarios and as an outbound channel to reach consumers.

Why invest in HANA Cloud Platform	How we'll succeed?	What we'll do together?
• Make employees, customers, and partners more efficient	• Successful extension of Fiori apps	• Assess use cases for HCP and Fiori
• Increase ROI of existing business applications	• Enabling Fiori apps to be accessible externally without VPN	• Hands-on workshop to setup PoC for Fiori Ext, HCPms, Fiori client and customization of Fiori client
• Improve user experience of business applications	• Successful customization of Fiori client for mobilizing Fiori apps	• Developing PoC for new UI5 based hybrid apps
• Adopt latest innovation	• Development of online hybrid UI5 based apps	

SAP Enterprise Support Advisory Council 2016
Value for Business Decision Makers

You want to …

Improve your core business and business processes

Innovation Discovery

Business Process Improvement

Value Bridge methodology

ESAC

Why Business Decision Maker portfolio?	**How we'll succeed?**	**What we'll do together?**
• Holistic approach • faster realization of core business process improvement	• Providing an outside-in perspective of Strategic Business Objectives, Pains & Gains, Value Categories, SAP Enabling Topics and Value-based KPIs .	• Customer Profile, Prioritized Pains & Gains and Value Categories/Buckets • List of Enabling Topics to be used as input into Value-Based Innovation Roadmap • Proposed Scorecard for Customer Engagement

SAP Enterprise Support Advisory Council 2016
Customer contributor profile

Co-Innovation & Collaboration

- Collaborate with SAP and other ESAC customers via subgroup within respective SAP Enterprise Support Value Map
- Develop, enhance, and/or pilot SAP Enterprise Support deliverables together with SAP experts
- Align with ESAC workstream lead on needed investment, resources and other details regarding the planned project(s)

ESAC Customer Contributor

- Ideal customer role is depending on focus topic:
  - ✓ Value for Business Decision Makers: Interface between business and support
  - ✓ S/4HANA: SAP project manager
  - ✓ SAP Fiori powered by HCP: UX and process manager
  - ✓ SAP Cloud Solutions: SAP project manager
- Participation in remote/onsite workshops
- Travel to the annual Summit in H2/2016 is recommended
- 10-20% of FTE's time ideally allocated to ESAC

Communications

- Align with ESAC communications lead and ESAC regional customer lead on potential ESAC marketing collaterals (whitepapers, business transformation studies, quotes, video testimonials, etc.)
- Customer contributor may present ESAC achievements at one of the Summit events

Time | Resources

Co-Innovation | Expert Advice | Exclusive Events | Marketing

Investment

vs.

Outcome
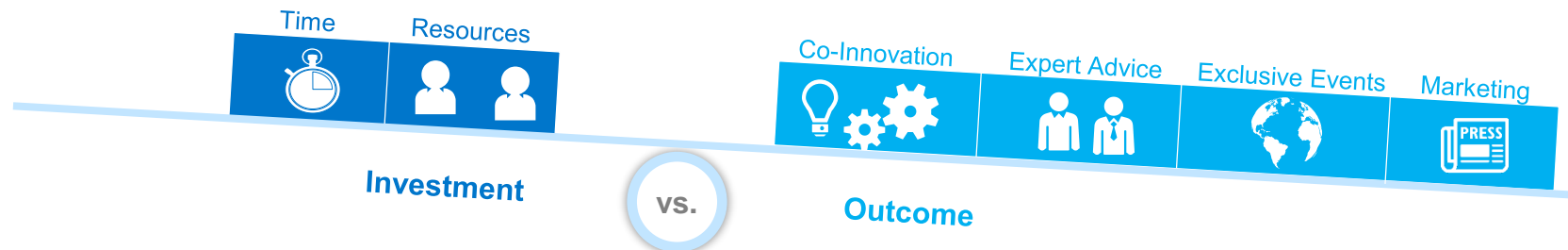
SAP Enterprise Support Advisory Council 2016
Social business collaboration via SAP Enterprise Support value maps

SAP Jam

SAP's social business collaboration platform

Discuss and share ideas with SAP experts and other customers via SAP Jam subgroups in SAP Enterprise Support Value Maps.

Guide customers   Interact with customers
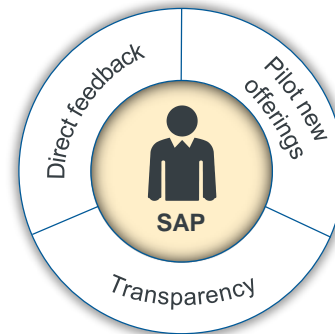
Learn more about SAP Jam

Watch the value maps info video

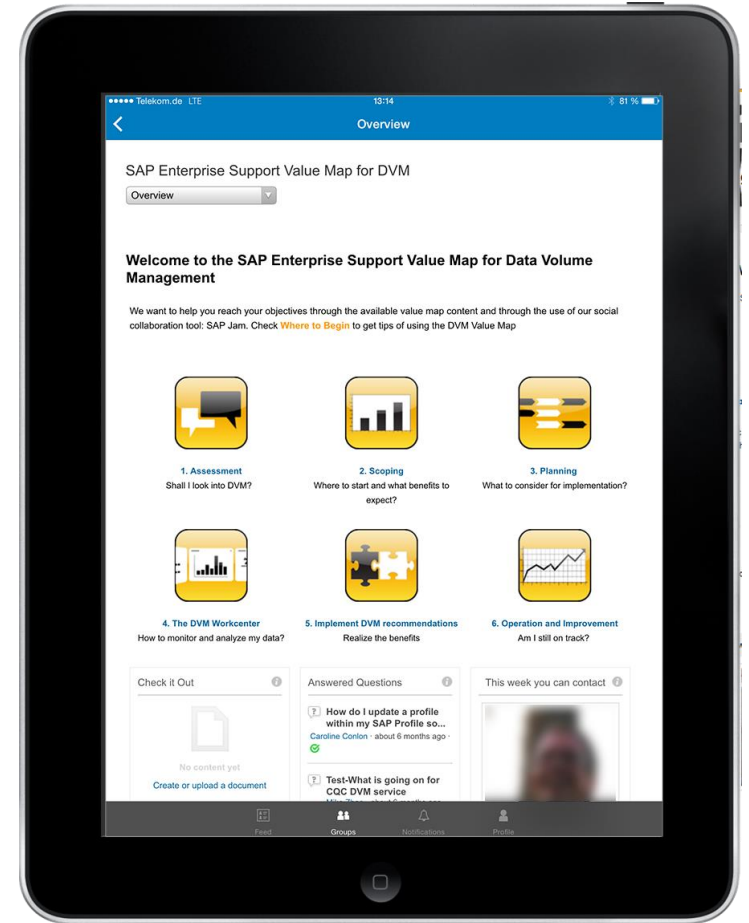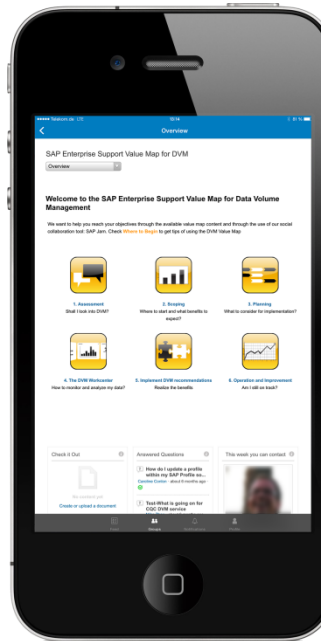# Live Demo

SAP Jam

SAP Enterprise Support Advisory Council 2016
Social business collaboration on-the-go with the SAP Jam mobile app

Drive anytime, anywhere social business
collaboration with **SAP Jam Mobile**

Get it now:

SAP Enterprise Support Advisory Council 2016
Timelines

2016		Q1			Q2			Q3			Q4	
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

◆ Program kick-off

Launch of workstreams

Define topics with functional leads

Review topics with functional leads

Involvement of customers

Customer onboarding

◆ NA Summit   ◆ EMEA Summit

Customer engagement (per workstream)
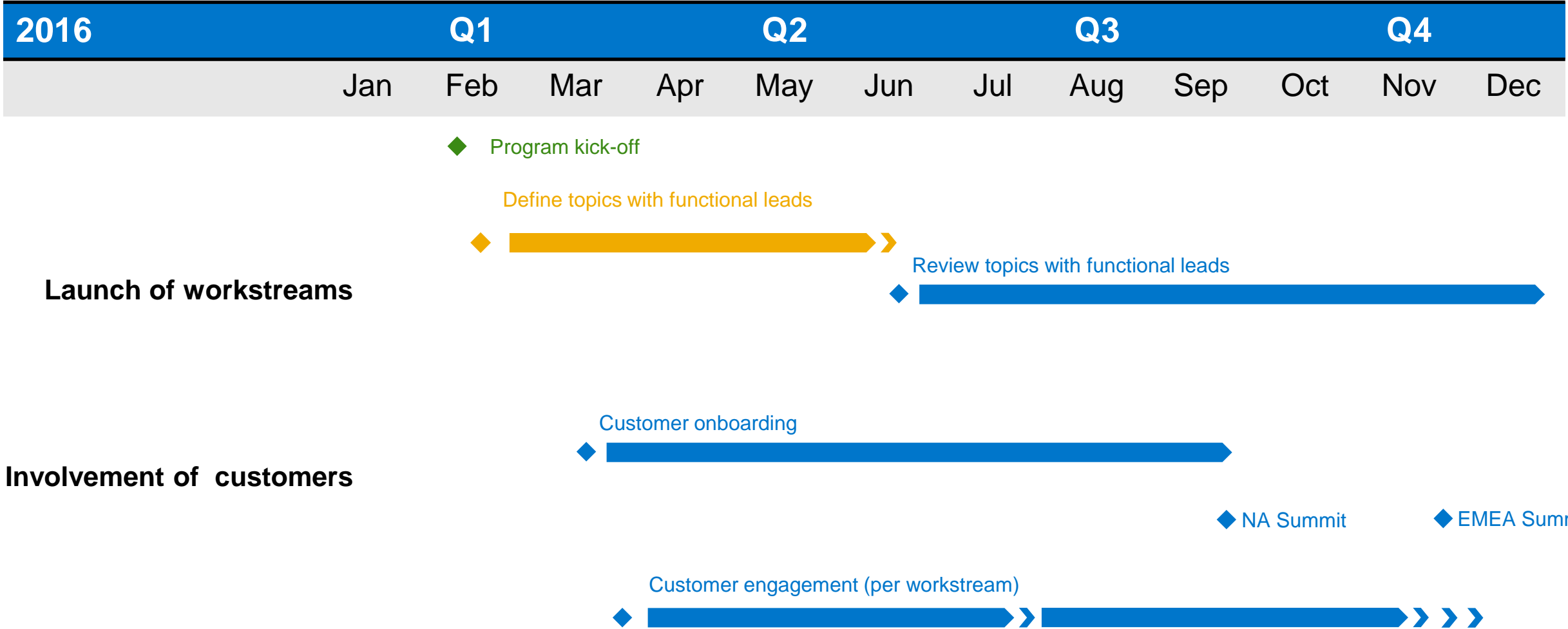
• Completed   • In Progress   • Planned

SAP Support Portal Landing Page

https://support.sap.com/support-programs-services/offerings/enterprise-support/advisory-council.html
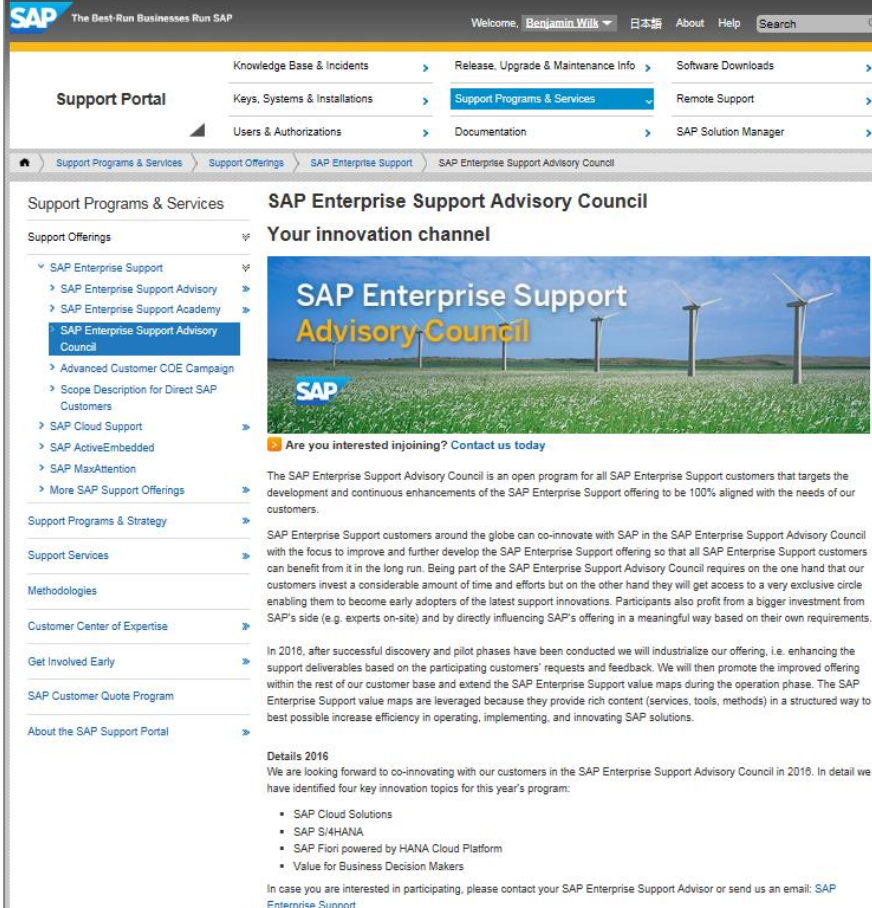
To stay tuned about the **SAP Enterprise Support Advisory Council** 2016, please visit:

https://support.sap.com/support-programs-services/offerings/enterprise-support/advisory-council.html

…and find information on the following topics:

- *Contact information*

- *Focus topics 2016*

- *Upcoming events*

- *Customer experiences*

- *And more…*

SAP Enterprise Support Advisory Council 2016
How to join

(1) **Select** your focus area(s):

- ✓ SAP Cloud Solutions
- ✓ SAP S/4HANA
- ✓ SAP Fiori powered by HANA Cloud Platform
- ✓ Value for Business Decision Makers

(2) **Contact** your SAP Enterprise Support Advisor or directly reach out to the SAP Enterprise Support Advisory Council program management via email.

(3) **Follow** the email instructions on how to join the respective SAP Enterprise Support Value Map(s) and the underlying subgroup that is used to collaborate within the SAP Enterprise Support Advisory Council.

(4) **Get involved** with the SAP Enterprise Support Advisory Council and enjoy it!

Thank you for your time.

Questions?

SAP_Enterprise_Support@sap.com