

SAP Customer Center of Excellence

Global Virtual Summit- April 5-7, 2022

SAP ONE Support Launchpad goes SAP for Me

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SAP for Me
The customer portal of SAP

SAP ONE Support Launchpad goes SAP for Me

How we support our customer base

SAP for Me: Onboarding

	SAP ONE Support Launchpad	SAP for Me
Scenario 1	✓	✗
Scenario 2	✓	✓
Scenario 3	✗	✓
Scenario 4	✗	✗

['New personalized home page of SAP for Me'](#)
[SAP for Me User Help](#)

SAP for Me: Onboarding

	SAP ONE Support Launchpad	SAP for Me
Scenario 1	✓	✗
Scenario 2	✓	✓
Scenario 3	✗	✓
Scenario 4	✗	✗

['New personalized home page of SAP for Me'](#)
[SAP for Me User Help](#)

Favorites (3 entries) All Favorite Types

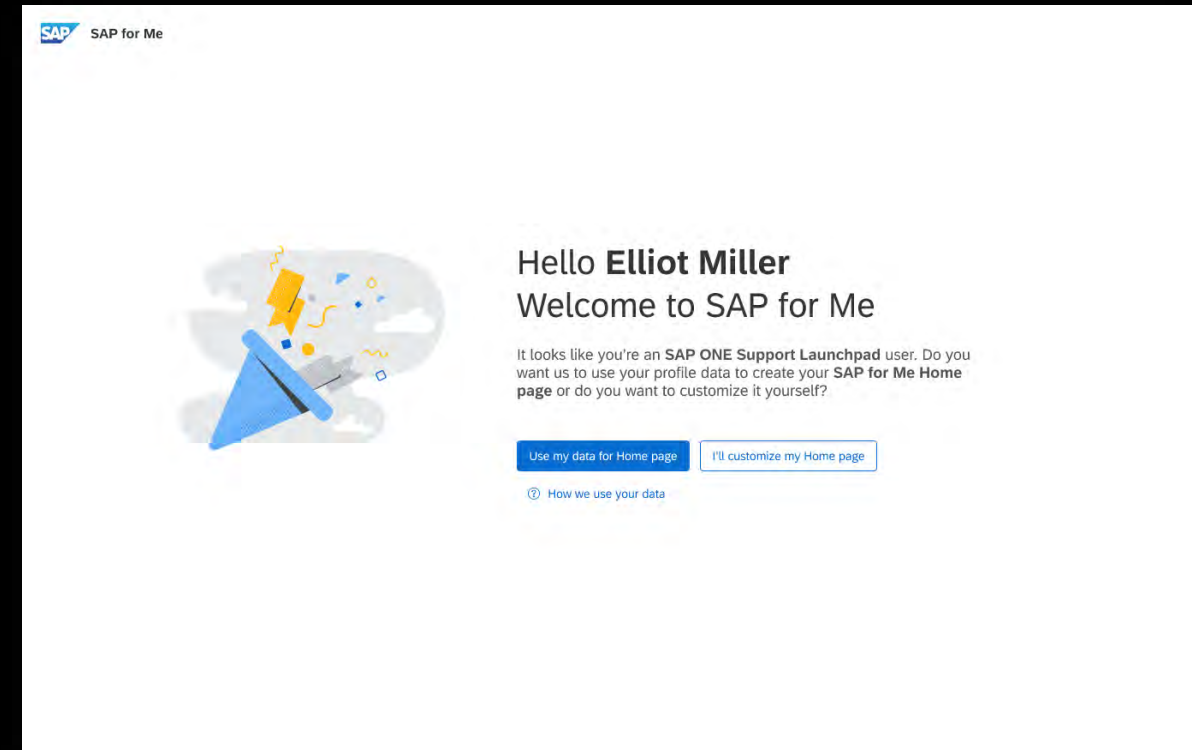
TITLE	TYPE
★ A4C8976	System
★ SAP Business One	Product
★ SME	Portfolio Category

Tutorial

- What is SAP for Me?
- SAP for Me authorizations
- Manage SAP for Me access
- Get started with SAP Support

SAP for Me: Onboarding

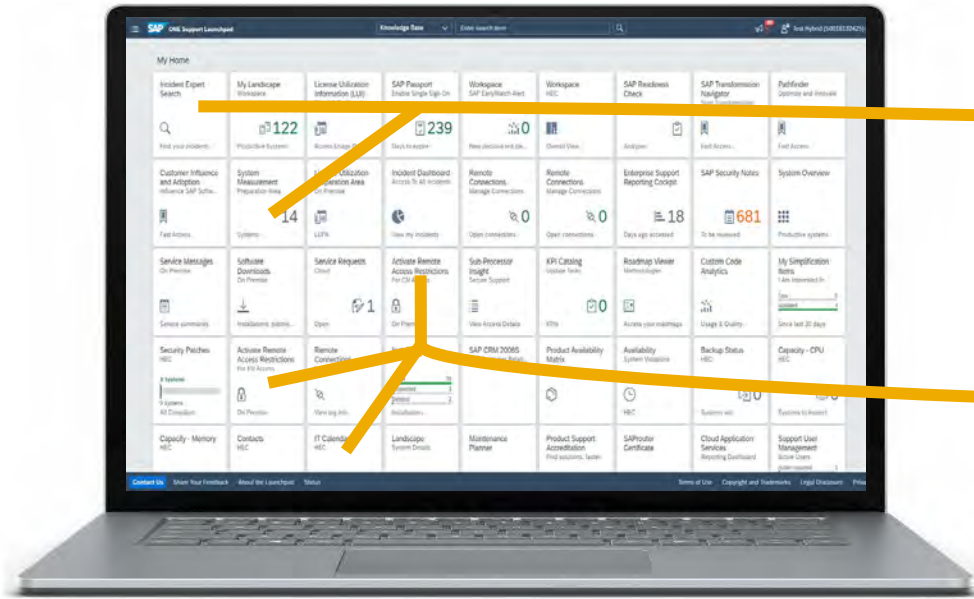
	SAP ONE Support Launchpad	SAP for Me
Szenario 1	✓	✗
Szenario 2	✓	✓
Szenario 3	✗	✓
Szenario 4	✗	✗



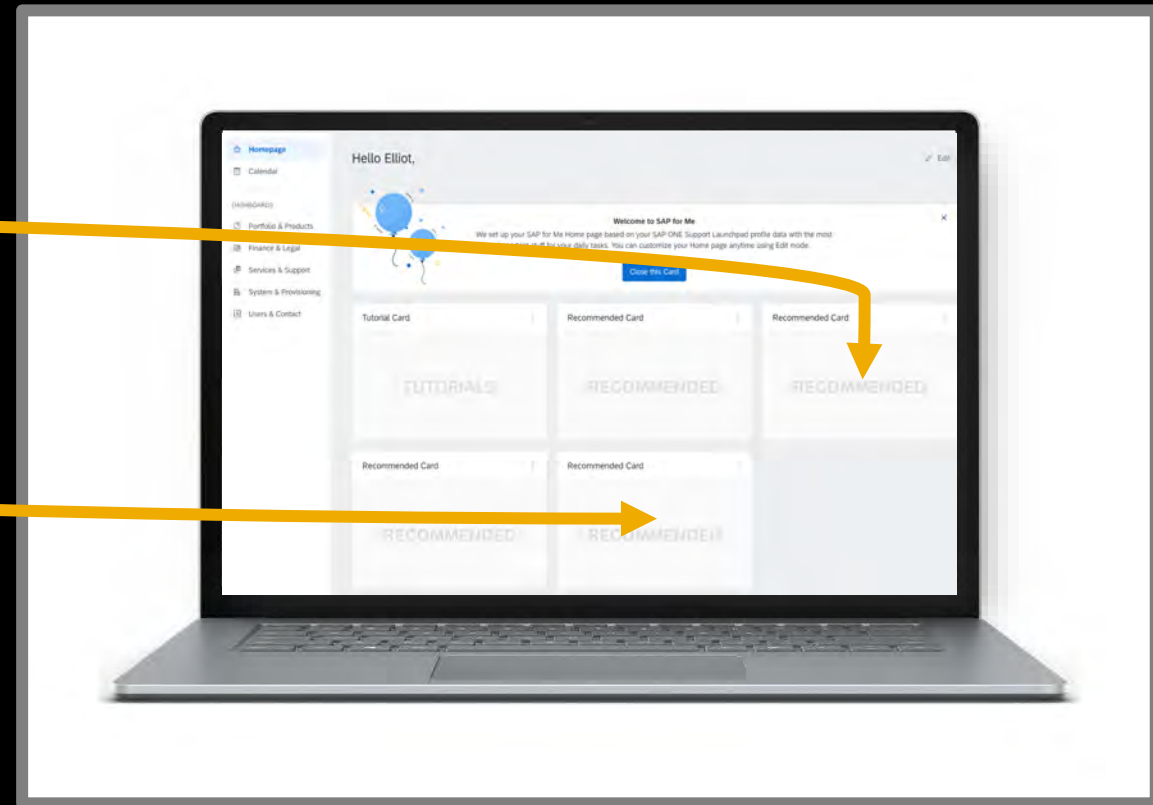
→ Import your data

→ Start from scratch

SAP for Me: Onboarding



SAP ONE Support Launchpad



SAP for Me

SAP for Me

The SAP ONE Support Launchpad dashboard features several key tiles:

- Cloud Availability Center:** Includes a cloud icon and a large green number '29' indicating the number of systems needing confirmation.
- Schedule an Expert Book a Live Session:** Shows 'Upcoming sessions' with a calendar icon and a large green number '0'.
- Expert Chat Get Real-Time Support:** Includes a chat icon and the text 'Begin a chat session'.
- Open Incidents:** Shows 'Outstanding incidents' with a large green number '392'.
- Report an Incident Find a Solution:** Includes a document icon and the text 'Find a Solution'.

Semantic Layer

Incident Management + Cloud Availability

The SAP for Me dashboard provides a comprehensive overview of system health and support cases:

- 12 systems are unavailable:** A table listing system details and their status.
- Availability Status:** A donut chart showing the distribution of system availability: Normal (2), Maintenance (0), Under investigation (0), Degraded (12), and Disrupted (2).
- Cases I Am Interested In:** A list of case categories with their respective counts.
- 2808 support cases need your attention:** A table listing individual support cases with their IDs, subjects, priorities, and last changed dates.

SYSTEM	SYSTEM NAME	PRODUCT	STATUS
730827383	my314242.vlab.sa-pbydesign.com		DEGRADED
730827384	my314243.vlab.sa-pbydesign.com		DEGRADED
730859282	my314400.vlab.sa-pbydesign.com		DEGRADED
740184664	DC12SHR	SAP SuccessFactors HCM Core	DEGRADED
740172443	my Cloud System	SAP Jam Collaboration	DEGRADED

Category	Count	Percentage
Normal	2	14.3%
Maintenance	0	0.0%
Under investigation	0	0.0%
Degraded	12	71.4%
Disrupted	2	14.3%

Category	Count
No Updates Within last 7 days	22669 Cases
Open Incidents Outstanding Incidents	21433 Cases
High Priority P1 & P2 Incidents	2872 Cases
Incidents Action required	1089 Cases
Solution Proposed Need confirmation	536 Cases
Draft Incidents Not sent to SAP	479 Cases

ID	SUBJECT	PRIORITY	LAST CHANGED
0002423606	Test Case for NOW Training - Jan 31st 2022 - i867875 - Do not touch please	VERY HIGH	18 hours ago
0002398522	Error printing	LOW	24 hours ago
0002423549	Pulse Test Case Bobby Holmes	LOW	1 day ago
0002423103	Pulse Test Case Giuseppe Moroni Ramella	LOW	3 days ago
0002423118	ATF_Test	MEDIUM	3 days ago

SAP ONE Support Launchpad

SAP for Me

SAP for Me: SAP ONE Support Launchpad Applications

SAP ONE Support Launchpad migration to SAP for Me Dashboards

The screenshot displays the SAP for Me dashboard for a user named Sylvanas. The interface includes a top navigation bar with the SAP logo, user account information, and a search bar. A sidebar menu on the left is highlighted with a yellow border, listing navigation options such as Home, Calendar, Partner Dashboards, Customer Dashboards, and Users & Contacts. The main dashboard area is divided into several widgets: License Keys, Remote Connection, SAP EarlyWatch Alert Workspace, Next-Generation Cloud Delivery Schedule, My Cloud Entitlements, Quick Access Finance & Legal, My SAP Notes & KBAs, and Availability Status. The License Keys widget features a 'Request License Key' button. The Remote Connection widget has a 'Manage Remote Connections' button. The Next-Generation Cloud Delivery Schedule widget shows a transition status donut chart with 90.5% planned and 9.5% continuous upgrade. The My Cloud Entitlements widget displays provisioning overview with 4 available and 2 triggered. The Availability Status widget shows a donut chart with 97.1% normal and 2.9% degraded. A 'Feedback' button is visible on the right side of the dashboard.

License Keys
Activate your SAP software by requesting or renewing license keys for your products.
[Request License Key](#)

Remote Connection
0 Open Connections
[Manage Remote Connections](#)

SAP EarlyWatch Alert Workspace
SAP EarlyWatch Alert
0 New decisive red alerts
Shows the most important results regarding stability, configuration, hardware utilization, and performance from the latest SAP EarlyWatch Alert (EWA) service reports across all your on-premise and private cloud ABAP-based SAP HANA systems if you send the EWA

Next-Generation Cloud Delivery Schedule
Systems with open checklist items
1 Within next 60 days
0

Transition Status
90.5% Planned (19) 9.5% Re-Planned (0) Completed (0) Continuous Upgrade (2)

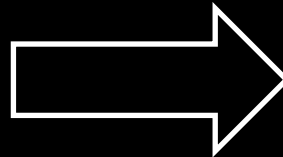
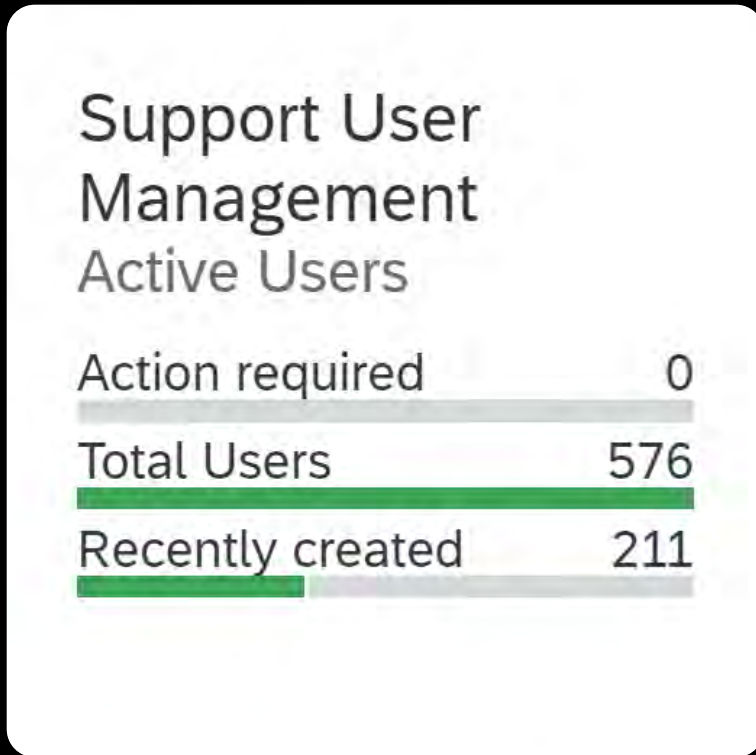
My Cloud Entitlements
Provisioning Overview
Available for Provisioning: 4
Provisioning Triggered: 2

Quick Access Finance & Legal
On-Premise: Your On-Premise Licenses and Ord...
Cloud: Your Cloud Licenses, Orders and C...

My SAP Notes & KBAs
I Am Interested In
0 Favorites updated
New: 0
Updated: 0

Availability Status
of cloud systems that report their communicated availability
97.1% Normal (34) 2.9% Maintenance ... Under Investi... Degraded (1) Disrupted (0)

SAP for Me: Example User Administration



SAP ONE Support Launchpad

SAP for Me

SAP for Me: Example User Administration

The screenshot displays the SAP User Management interface. At the top, there are navigation elements including the SAP logo, 'User Management', and 'Users'. A search bar is present with the placeholder 'Enter search term'. On the right, the user profile 'Sylvanas Windrunner (S0024151004)' is shown. Below the navigation, there are several status indicators: 577 Users, 0 Requested Users, 272 Deleted Users, 742 Important Contacts, 78 Auth. Packages, Tech. Comm. Users, and 0 Action Required. The main area features a table of users with the following columns: Last Name, First Name, User ID, User E-Mail, Customer Name, Customer Number, Country/Region, Department, Last Login, Requested By, Created On, Manage, Status, Expiry Date, and Function. The table lists several users, including Lee YeonHee, J Somasekhar, Keller Martina, Callidus Test, Braun Michael, Yuan Gao, and Hammond Stephanie. At the bottom, there is a footer with links for 'Contact Us', 'Share Your Feedback', 'About the Launchpad', 'Status', 'Terms of Use', 'Copyright and Trademarks', 'Legal Disclosure', and 'Privacy'.

Last Name	First Name	User ID	User E-Mail	Customer Name	Customer Number	Country/Region	Department	Last Login	Requested By	Created On	Manage	Status	Expiry Date	Function
Lee	YeonHee	S0024344547	lyj20597@...	SAP Test Account - aPaul Pharma	1208936	Germany		Never	S0024092421	29.03.2022	[Refresh] [Delete] [Info] [Lock]	Active	30.03.2024	
J	Somasekhar	S0024340673	somasekh...	SAP Test Account - Prokesch Pharma	1249792	Austria		28.03.2022	SAP	28.03.2022	[Refresh] [Delete] [Info] [Lock]	Active	29.03.2024	
Keller	Martina	S0024340659	martina.ke...	SAP Test Account - Prokesch Pharma	1249792	Austria		29.03.2022	SAP	28.03.2022	[Refresh] [Delete] [Info] [Lock]	Active	29.03.2024	
Callidus	Test	S0024338252	biljana.sav...	SAP Test Account - aPaul Pharma	1208936	Germany	Demo-User OSLP - DO NOT DELETE	30.03.2022	S0012006920	25.03.2022	[Refresh] [Delete] [Info] [Lock]	Active	31.12.9999	Super Administrator (Cloud)
Braun	Michael	S0024337836	michael.br...	SAP Test Account - aPaul Pharma	1208936	Germany		Never	SAP	25.03.2022	[Refresh] [Delete] [Info] [Lock]	Active	26.03.2024	
Yuan	Gao	S0024323999	yuan.gao0...	SAP Test Account - Prokesch Pharma	1249792	Austria		30.03.2022	SAP	22.03.2022	[Refresh] [Delete] [Info] [Lock]	Active	31.12.9999	Super Administrator
Hammond	Stephanie	S0024320590	stephanie...	SAP Test	1105772	Germany	SAP Support Operations	21.03.2022	S0013833540	21.03.2022	[Refresh] [Delete] [Info] [Lock]	Active	31.12.9999	Super Administrator (Cloud)
		S00243205		SAP Test - Prokesch			SAP		S00138335		[Refresh] [Delete] [Info] [Lock]			Super

SAP ONE Support Launchpad

SAP for Me: Example User Administration

iFrame integration

The screenshot displays the SAP for Me User Management interface. The top navigation bar includes the SAP logo, account information (SAP Test Account - aPaul Pharma (1208936)), and a search bar. The main content area is titled 'User Management' and features several summary cards: 577 Users, 0 Requested Users, 272 Deleted Users, 742 Important Contacts, Reports and Updates, 78 Auth. Packages, Tech. Comm. Users, and 0 Action Required. Below these cards is a table of users with various management actions available for each row.

<input type="checkbox"/>	Last Name	First Name	User ID	User E-Mail	Customer Name	Customer Number	Country/Region	Department	Last Login	Requested By	Created On	Manage	Status	Expiry Date	Function
<input type="checkbox"/>	Lee	YeonHee	S0024344547	lyj20597@...	SAP Test Account - aPaul Pharma	1208936	Germany		Never	S0024092421	29.03.2022		Active	30.03.2024	
<input type="checkbox"/>	J	Somasekhar	S0024340673	somasekh...	SAP Test Account - Prokesch Pharma	1249792	Austria		28.03.2022	SAP	28.03.2022		Active	29.03.2024	
<input type="checkbox"/>	Keller	Martina	S0024340659	martina.ke...	SAP Test Account - Prokesch Pharma	1249792	Austria		29.03.2022	SAP	28.03.2022		Active	29.03.2024	
<input type="checkbox"/>	Callidus	Test	S0024338252	biljana.sav...	SAP Test Account - aPaul Pharma	1208936	Germany	Demo-User OSLP - DO NOT DELETE	30.03.2022	S0012006920	25.03.2022		Active	31.12.9999	Super Administrator (Cloud)
<input type="checkbox"/>	Braun	Michael	S0024337836	michael.br...	SAP Test Account - aPaul Pharma	1208936	Germany		Never	SAP	25.03.2022		Active	26.03.2024	
<input type="checkbox"/>	Yuan	Gao	S0024323999	yuan.gao0...	SAP Test Account - Prokesch Pharma	1249792	Austria		30.03.2022	SAP	22.03.2022		Active	31.12.9999	Super Administrator
<input type="checkbox"/>	Hammond	Stephanie	S0024320590	stephani@SAP	SAP Test	1105772	Germany	SAP Support Operations	21.03.2022	S0013833540	21.03.2022		Active	31.12.9999	Super Administrator (Cloud)

SAP for Me

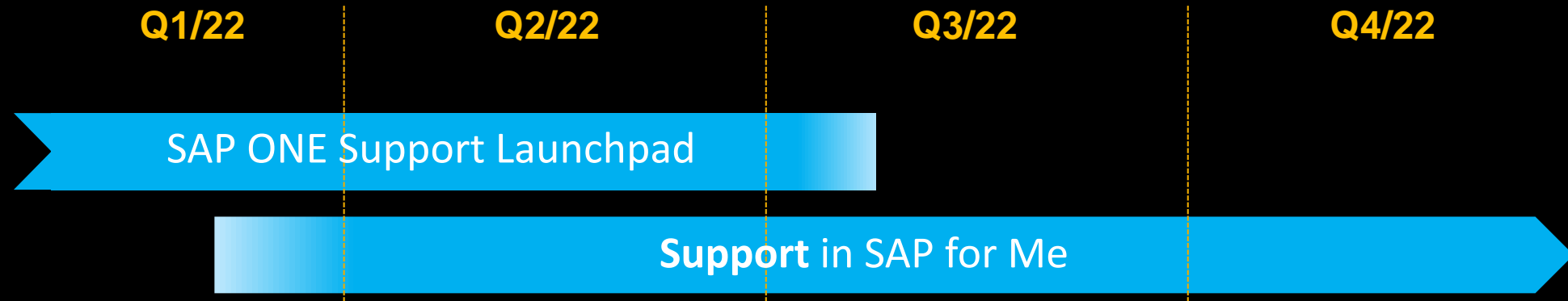
The screenshot displays the SAP for Me user interface for a user named Ellie. The interface is organized into several sections:

- Header:** Includes the SAP logo, user name 'Ellie', and a search bar.
- Left Navigation:** A sidebar with categories like 'PARTNER DASHBOARD', 'CUSTOMER DASHBOARD', and 'Users & Contacts'.
- Main Content Area:**
 - Welcome Ellie:** A personalized greeting with a 'Get it' button.
 - Tutorial:** A section for learning about SAP for Me.
 - Favorites (3 entries):** A table listing favorite items:

TITLE	TYPE
AAC6976	System
SAP Business One	Product
SME	Portfolio Category
 - Quick Access Partnership:** A list of partnership-related links.
 - SAP Ariba:** A list of Ariba-related services and documents.
 - Quick Access Services & Support:** A list of support and knowledge base links.
 - Cases:** A donut chart showing the distribution of cases by status:

Category	Percentage
Customer Action (8)	42.1%
not sent to SAP (2)	10.5%
Partner-Customer Action (2)	10.5%
SAP Process Station (3)	15.8%
Sent to SAP Partner (1)	5.3%
Sent to SAP (3)	15.8%
 - Quick Access Systems & Provisioning:** A list of system and provisioning links.

SAP ONE Support Launchpad goes SAP for Me



Planned Milestones for Q1-Q2/2022



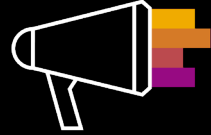
3...

Personalized Homepage

Feb 26th, 2022



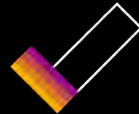
- Promotional Message in Banner



2...

Soft Redirect LUI, CAC

April 7th, 2022



- **License Utilization Information (LUI) and Cloud Availability Center (CAC) Popups** when entering the respective application, **allowing to** navigate to SAP for Me or to **close** the Popup and remain in the SAP ONE Support Launchpad.



1...

Hard Redirect (Opt-Out)

Mid of July 2022

- **One central Popup** in SAP ONE Support Launchpad for all routes redirecting to me.sap.com/home, **allowing to close** the Popup and remain in the SAP ONE Support Launchpad.



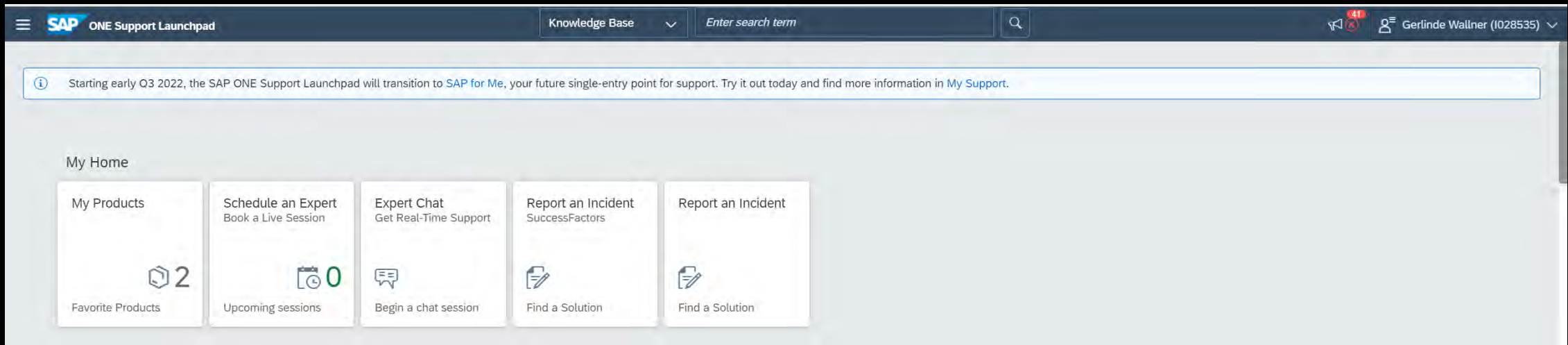
GO!

Mandatory Redirect

End of July 2022

- Auto-redirect in SAP ONE Support Launchpad for all routes to me.sap.com/home

SAP ONE Support Launchpad



Banner

What's New Pop Up + Release Notes Wave 2

What's New?

New Tools Help You Save Time and Effort

Take a moment to familiarize yourself with some of the changes after the February 2022 release.

SAP ONE Support Launchpad and support applications:

- When creating or editing an incident, you can now add distribution lists as a contact that will be notified of any changes to the incident.
- In the *User Management* application and on your *User Profile* page, e-mails are highlighted if they do not pass one of the recently introduced syntax, domain, duplicate, or shared accounts checks.
- The SAP EarlyWatch Alert report is available for SAP Integrated Business Planning for Supply Chain.
- In the SAP EarlyWatch Alert Workspace, filters by product and product version have been added.

[SAP for Me customer portal:](#)

- The new personalized homepage offers launchpad users the option to set up a customized homepage by importing their application history from the launchpad.
- The sidebar has been completely redesigned and now shows all available dashboards at a glance.
- Invoices from Belgium, the Netherlands, and Luxembourg are now payable via credit card.
- The *System Measurement Relevancy* card lets you exclude individual systems from system measurement.
- For partners, several new cards were added to the *Partnership* dashboard, and a new tab structure was introduced.

All changes are listed in our [February 2022 release notes](#).

Do not show again until the next SAP ONE Support Launchpad release. Close

My Support

The screenshot shows the SAP Support Portal interface. At the top, there is a navigation bar with the SAP logo and menu items: My Support, Products, Tools, Maintenance, Offerings & Programs, and Application Lifecycle Management. On the right side of the navigation bar, there are icons for search, user profile, and language (日本語).

Below the navigation bar, the page title is "SAP Support Portal Home" followed by "My Support". A secondary navigation bar includes links for SAP ONE Support Launchpad, Support in SAP for Me Transition, Support Applications, Release Info, SAP Passport, and Help.

The main content area features a "My Support" section with a search bar. The search bar contains the text "Enter keywords or an SAP Note / KBA number" and a "Search" button. Below the search bar is a link for "Access Expert Search".

Below the search section is the "SAP ONE Support Launchpad" section. It includes a sub-header "SAP ONE Support Launchpad" and a paragraph: "The SAP ONE Support Launchpad provides you with personalized access to task-based support resources and relevant applications to help you when you need it." Below this text is a blue button labeled "SAP ONE Support Launchpad".

Below the launchpad section is the "Your Transition to SAP for Me" section. It includes a sub-header "Your Transition to SAP for Me" and a paragraph: "We listened to your feedback, and are working to simplify and harmonize your support experience at SAP." To the right of this section is a blue button labeled "Contact Us".

Below the transition section is a list of bullet points:

- ✓ SAP for Me will become your entry point for support related topics and questions in early Q3/2022.
- ✓ All support features will be transitioned from the SAP ONE Support Launchpad to SAP for Me, adding more over time.
- ✓ Leverage the new platform to get a holistic view of your licenses, orders, consumption status, and perform self-services, e.g., cloud system provisioning.

Below the list is a blue button labeled "SAP for Me".

Below the button is a navigation bar with tabs: "Latest Updates" (which is selected), "Timeline", "FAQs", and "SAP for Me Resources".

Below the tabs is the "Latest Updates:" section, which includes a list of bullet points:

- ✓ Check out your [personalized home page](#) with tailored information based on the applications you used in SAP ONE Support Launchpad
- ✓ You can already access most of your support tasks in SAP for Me. In Q2 2022, your support applications will be integrated into SAP for Me for a seamless experience.
- ✓ Check out the [Services & Support dashboard](#) and [Systems & Provisioning dashboard](#) for your top support tasks.

Where can launchpad tiles be found in SAP for Me?

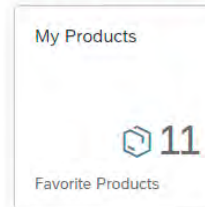
SAP ONE Support Launchpad tiles and their equivalent cards in SAP for Me

The tiles in the SAP ONE Support Launchpad give you access to service & support tools.

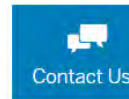
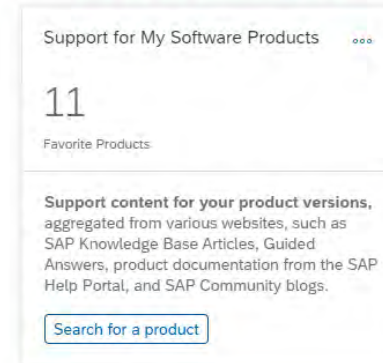
With a few exceptions, the SAP for Me customer portal offers very similar references ("cards") or equivalent applications. The table below outlines where to find them in the content structure.

Note that by using the customization feature of SAP for Me you can add any of these cards also to your homepage. Afterwards use drag & drop to rearrange them.

Tile in the SAP ONE Support Launchpad



Equivalent card in the SAP for Me customer portal



Search:

Tile name	Description	SAP for Me location	Comment
Action required	Shows all SAP SuccessFactors-related incidents pending your action, i.e. those where you have been asked to take actions or to provide more information.	Services & Support > Product Support	Link in the 'Manage All Your Cases' card
Activate Remote Access Restrictions [for	Flag systems as Mainland China data processing-relevant to avoid cross-border data transfer and non-	Systems & Provisioning > Connectivity	Click the bar in the 'Remote Access Restrictions'

What
Went
Where

The screenshot shows the DSAG website header with navigation links: Gremien, Infothek, Veranstaltungen, Kooperationen, Academy. The main content area features the SAP for Me logo and a large heading: "SAP for Me Your Customer Portal from SAP". Below this is a sub-heading: "SAP for Me – der neue, zentrale Einstieg für die bereichsübergreifende Kollaboration mit SAP". The text describes the portal as a 360-degree view of the customer's relationship with SAP, listing benefits such as access to support cases, licenses, and product roadmaps. It also mentions the migration of SAP ONE Support Launchpad users to SAP for Me in 2022.

SAP for Me
Your Customer Portal from SAP

SAP for Me – der neue, zentrale Einstieg für die bereichsübergreifende Kollaboration mit SAP

Mit SAP for Me stellt Ihnen SAP ein neues Kundenportal zur Seite. Über einen einzigen Einstiegspunkt bietet SAP for Me Ihnen eine 360°-Sicht auf Ihre Beziehung zu SAP. SAP möchte mit SAP for Me Ihr Arbeiten erleichtern. Was heißt das im Detail?

SAP for Me wird Ihr zentraler Einstiegspunkt um:

- Ihre Support-relevanten Fragen und Themen im Überblick zu haben, wie z.B. Ihre Support Verträge oder Ihre Support Cases (früher Incidents oder Tickets genannt) und Support Alerts
- Ihre SAP-Aufträge, Lizenzen, Rechnungen, Verbrauchs- und Saldenauszüge zu überprüfen
- Ihre Cloud- und On-Premise Systeme zu verwalten sowie deren Verfügbarkeit und Status
- einen holistischen Blick auf Ihre Produkte, einschließlich Roadmaps und Innovationen, zu erhalten.

Mit dem Thema im Fokus „SAP for Me“ möchten wir den DSAG Mitgliedern einen ersten Überblick zur Orientierung geben. Dazu haben wir für Sie die wichtigsten Informationen rund um dieses inhaltlich sehr umfangreiche Portal zusammengestellt, immer mit Verweis auf die zentralen Infoquellen der SAP. So können Sie vertiefend in die Bereiche einsteigen, die für Ihren Anwendungsfall interessant sind. Gleichzeitig haben wir in Zusammenarbeit mit SAP Tipps und Tricks für Sie eingebaut, damit Ihr Einstieg bzw. Umstieg (für alle SAP ONE Support Launchpad User) auf SAP for Me so leicht wie möglich verläuft.

Im [Arbeitskreis CCC/S&S](#) sind wir bereits früh mit SAP in den aktiven Dialog getreten, insbesondere was die Transformation des SAP ONE Support Launchpad in SAP for Me angeht. Fragen oder Kommentare sind herzlich willkommen, wie auch Ihre Teilnahme an unseren regelmäßigen Arbeitskreistreffen und Webinaren zu SAP for Me.

Wichtiger Hinweis: 2022 werden bestehende SAP Anwendungen und Informationen schrittweise in SAP for Me migriert, neue Features kommen dazu. Der Wandel macht

The screenshot displays the SAP Partner Portal interface. At the top, the SAP logo is followed by 'Partner Portal'. Navigation links include 'Partnership', 'Products', and 'Industries'. On the right, there are icons for 'Quick Access', a help icon, a calendar showing '17', a search icon, and a user profile icon. Below the header, a breadcrumb trail shows 'Home > Partnership > Support' and the user name 'Gerlinde Wallner'. A prominent yellow banner at the top of the main content area reads 'Early Q3, SAP ONE Support Launchpad Will Transition to SAP for Me' with a 'More' button. A secondary navigation bar contains links for 'Manage', 'Marketing', 'Sales', 'Services', 'Events', 'Development', 'Licenses', 'Support', and 'Dashboard'. The 'Support' section is active, showing an 'Overview' sidebar with links to 'SAP PartnerEdge Sell', 'SAP PartnerEdge Service', 'SAP PartnerEdge Build', 'SAP Enterprise Support', 'Partner Managed Cloud', and 'Tools & Resources'. The main content area is titled 'Explore Support Resources' and features three featured articles: 'SAP Support Portal', 'Training & Education', and 'SAP Solution Manager', each with a descriptive paragraph, an image, and a list of links.

Home > Partnership > Support | Gerlinde Wallner

Early Q3, SAP ONE Support Launchpad Will Transition to SAP for Me

More

Manage Marketing Sales Services Events Development Licenses Support Dashboard

Overview

Explore Support Resources

[SAP PartnerEdge Sell](#)
[SAP PartnerEdge Service](#)
[SAP PartnerEdge Build](#)
[SAP Enterprise Support](#)
[Partner Managed Cloud](#)
[Tools & Resources](#)

This area provides support-related news and features as well as access, help, and context for support applications, services, and offerings for several products. In addition, please find support-related content for [SAP Business One](#) or [SAP Cloud solutions](#).

SAP Support Portal

The SAP Support Portal is the one stop for all support needs, access to software, technical support, and documentation for partners and customers.

[Access >](#)

Training & Education

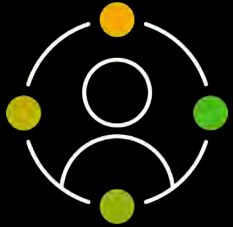
- [Support Authorization for SAP PartnerEdge Sell](#)
- [Level 1 | Support Consultant Qualification](#)
- [Support and Success Essentials for SAP Cloud Solution](#)

SAP Solution Manager

SAP Solution Manager makes the technical complexity of customers' solutions transparent and supports the entire SAP solution lifecycle.

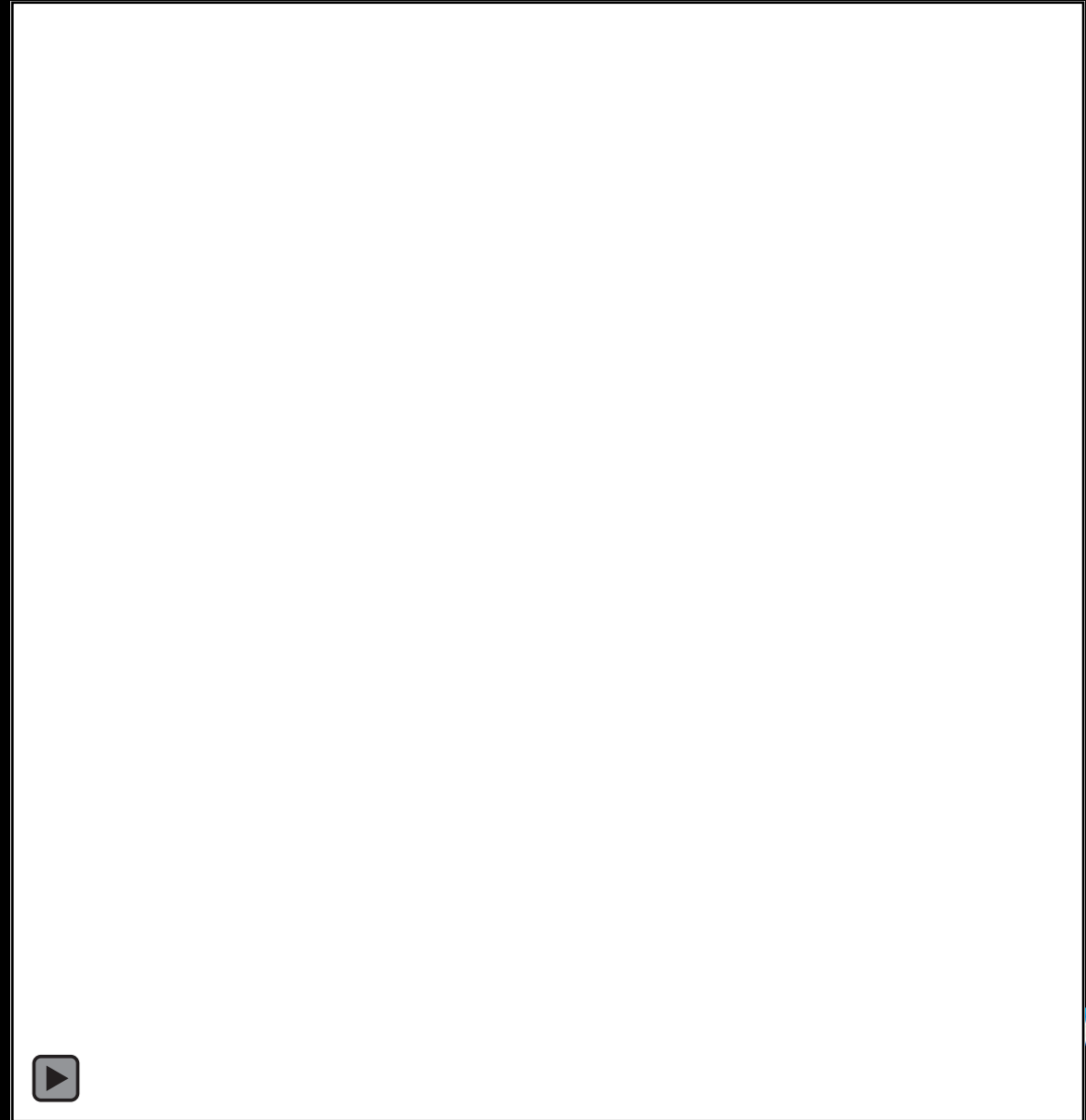
[Explore >](#)

Social Media



SAP for Me
Your Customer Portal from SAP

**Discover the New
Personalized Home
Page of #SAPforMe.**



Support Webcasts ***Planning in Process***

- Information about the migration has been included in all support webcast sessions currently being offered
- Dedicated SAP ONE Support Launchpad Migration to SAP for Me Support Webcasts are to be offered in multiple languages and time zones
- [Overview of upcoming sessions](#)
- Promotion via SAP Support Portal, SAP Community Blogs, Social Media (Twitter, LinkedIn)

SAP Home Archives Links

Support Webcasts

Upcoming Live Sessions

Expand All

- ✓ Incident Management
- ✓ Self Service and Incident Prevention
- ✓ Partner Focus: Incident Management - Service and Implementation Partners (Português)

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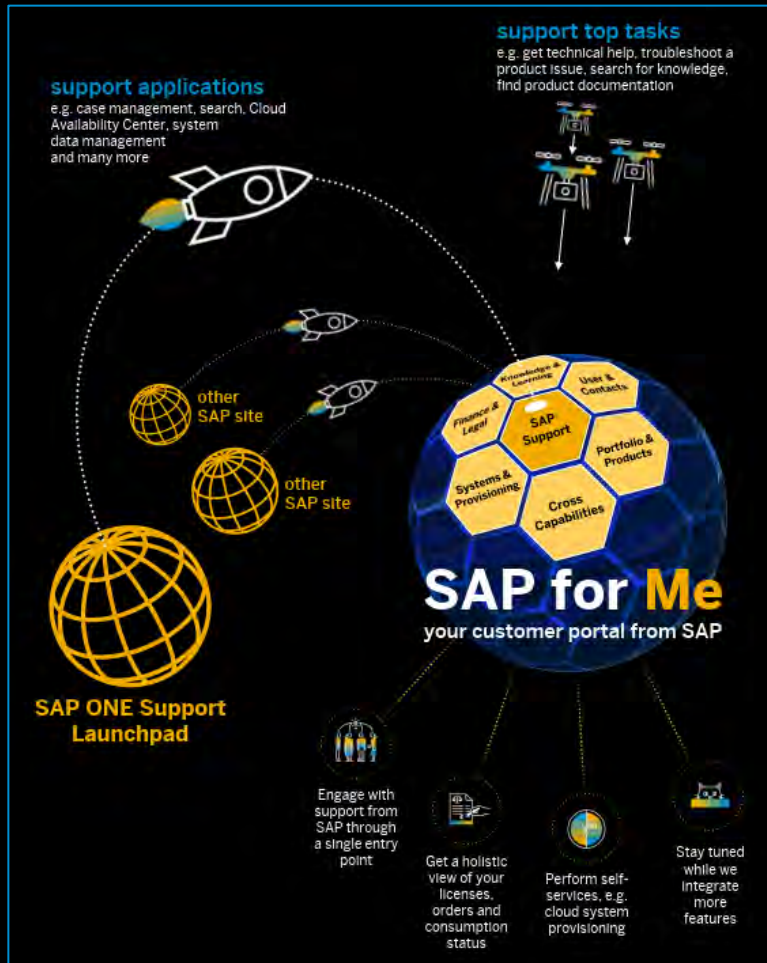
Library - Previously Recorded Support Webcasts

- ✓ Getting the most from your Support
- ✓ Self-Service and Incident Prevention
- ✓ Introduction to SAP ONE Support LaunchPad
- ✓ Incident Management

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SAP ONE Support Launchpad goes SAP for Me

Summary



- ✓ All support features will be migrated from the SAP ONE Support Launchpad to SAP for Me
- ✓ [SAP for Me](#) will be the central customer entry point for support topics and questions from the beginning of Q3/2022
- ✓ Follow SAP Community Tag [“SAP for Me”](#)
- ✓ New, personalized homepage already available - based on your use of applications in the SAP ONE Support Launchpad ([blog](#))
- ✓ [My Support @ SAP Support Portal](#) (latest information, schedule, frequently asked questions, additional information)

SAP folgen auf



www.sap.com/germany/contactsap

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