

SAP Customer Center of Excellence

Global Virtual Summit- April 5-7, 2022

SAP for Me **How SAP for Me puts the CoE into the driver's seat**

Stefan Vormbrock, Chief Product Owner SAP for Me, SAP

April 5, 2022

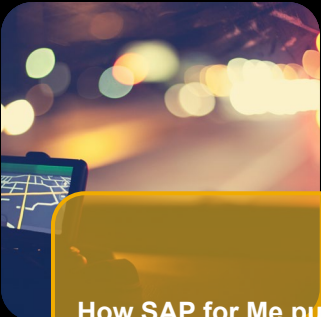





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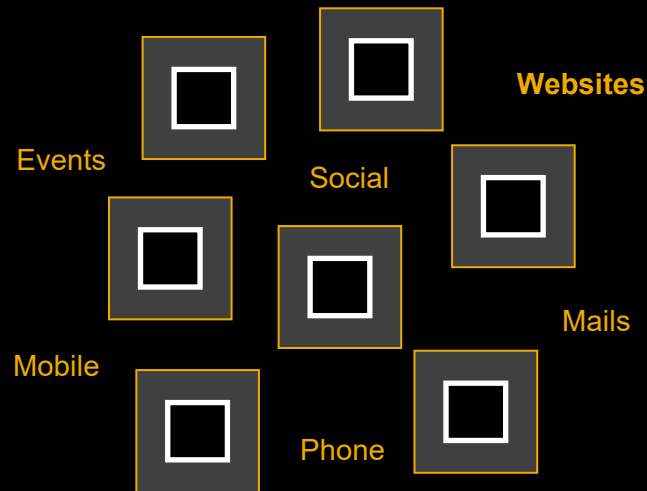
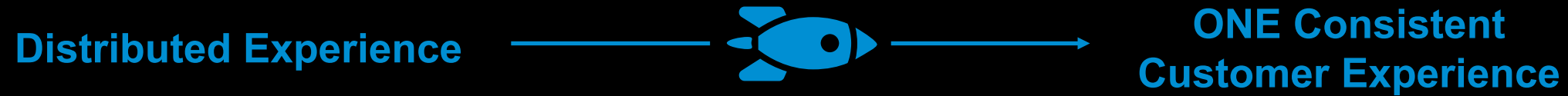
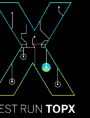
An overview of the series of presentations about SAP for Me

April 5, 2022		April 6, 2022		April 7, 2022	
3:00 – 3:30 pm ET		10:00 – 10:50 am ET		01:15 – 02:00 pm ET	
 <p>Topic</p> <p>How SAP for Me puts the CoE into the driver's seat</p>		 <p>Topic</p> <p>Unified View and Digital Autonomy: The Future of Our Customer Relationships with SAP for Me</p>		 <p>Topic</p> <p>SAP for Me: Availability of SAP cloud services in one new location</p>	
<p>Speaker</p> <p>Stefan Vormbrock, Chief Product Owner SAP for Me</p>		<p>Speaker</p> <p>Oguzhan (Ozzy) Genis, Head of Business SAP for Me</p>		<p>Speaker</p> <p>Nathalie Quiblier, Business Product Owner Cloud Availability Center</p>	
				<p>Speaker</p> <p>Joanna Majowicz, Service Owner for License Audit Measurement</p>	
				 <p>Topic</p> <p>The SAP ONE Support Launchpad goes SAP for Me</p>	
				<p>Speaker</p> <p>Anna Withum, Customer Collaboration Manager of SAP for Me</p> <p>Rosemary Gaine, Program Manager</p>	

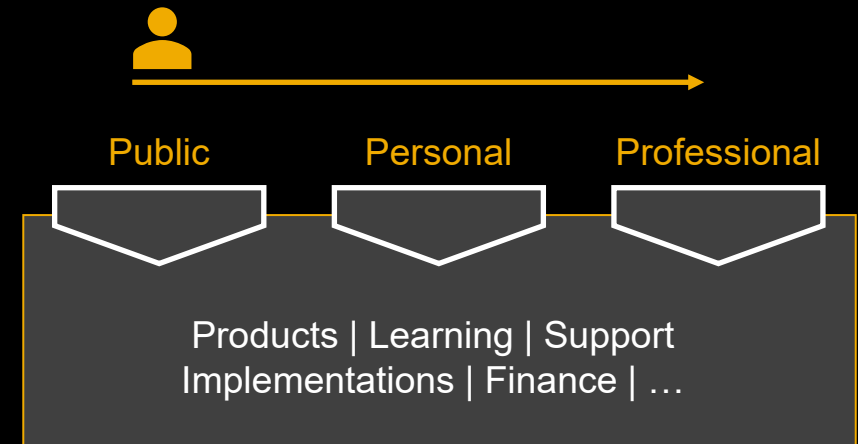
What's SAP for Me?

Where we are coming from and where we want to be

From a distributed experience to ONE consistent customer experience



Many Digital Touchpoints



ONE Place For All

SAP for Me

Gain comprehensive transparency with a personalized access point

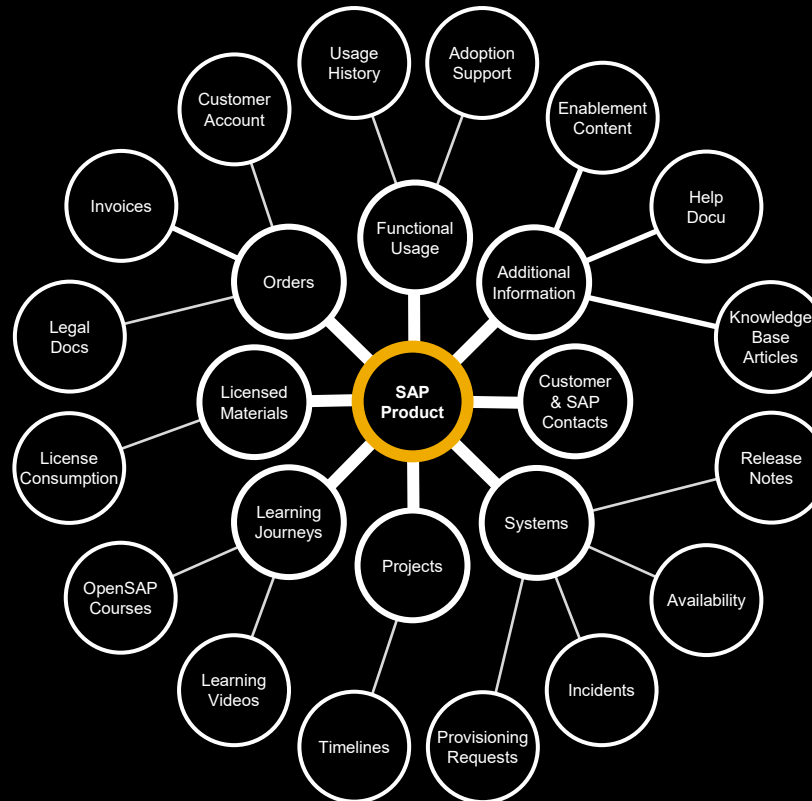


Decision-makers
and other people
engaging with SAP

Without SAP for Me

- Too many portals and tools
- No overarching picture across the SAP portfolio
- Missing transparency
- Limited self-services
- No focus on individual interests and needs

What we do with SAP for Me –
taking advantage of semantics



With SAP for Me

Start at **one** entry point

Personalize views based on
your role and interests

Get transparency across
your complete SAP Portfolio

Take action with
self-services for your needs

Actively influence
your products and SAP for Me

**How does SAP for Me help a
Customer COE?**

SAP for Me helps to get overall **transparency**

Product Overview

-> Get a 360-degree view of your products, including road maps and innovations

Financial Insights

-> Review your SAP orders, licenses, invoices, consumption, and balance statements

Full System Landscape Control

-> Manage your public cloud, private cloud and on-premises systems, as well as their availability and provisioning

Complete Support Overview

-> Review support cases and manage maintenance and support topics across your company

SAP for Me – How does it look like?

SAP for Me

aPaul Pharma (1208936)

Search in dev.me.sap.com

Homepage

Calendar

DASHBOARDS

Portfolio & Products

Finance & Legal

Services & Support

Systems & Provisioning

Users & Contacts

Welcome John,

We have prepared this dashboard based on what we know from you. You can remove or add the cards if you feel like something is missing or doesn't interest you.

Keep this page as is

More cards

SAP Contacts

Name	Role		
Arno Helmling	CEE - Business ByDesign	Call	Send Mail
Andre Messa	CEE - S/4 HANA Cloud	Call	Send Mail
Cornelia Walther	CEE - SuccessFactors	Call	Send Mail
Andreia Nobre Bessa Silva	CEE - Platform & Tech	Call	Send Mail

Support User Administration

S-Users & Technical Communication Users

33

10

1

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 download data to SAP on a regular basis.

Access Workspace

1012 support cases need your attention

All Cases (1012)My Cases (1)

ID	SUBJECT	PRIORITY	LAST CHANGED
0000168481	test	LOW	4 years ago

View All Support Cases (1012)

Feedback

DEMO

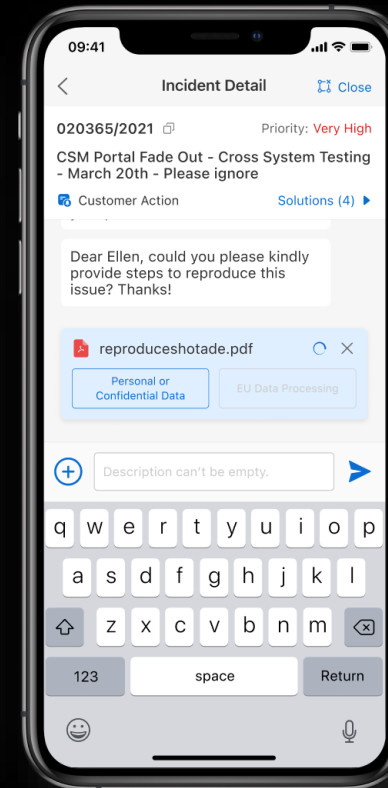
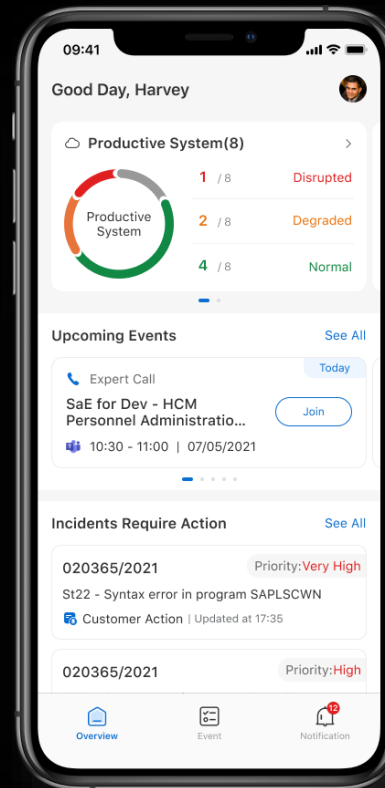
Mobile App

Go Live

iOS: Q3 2021 

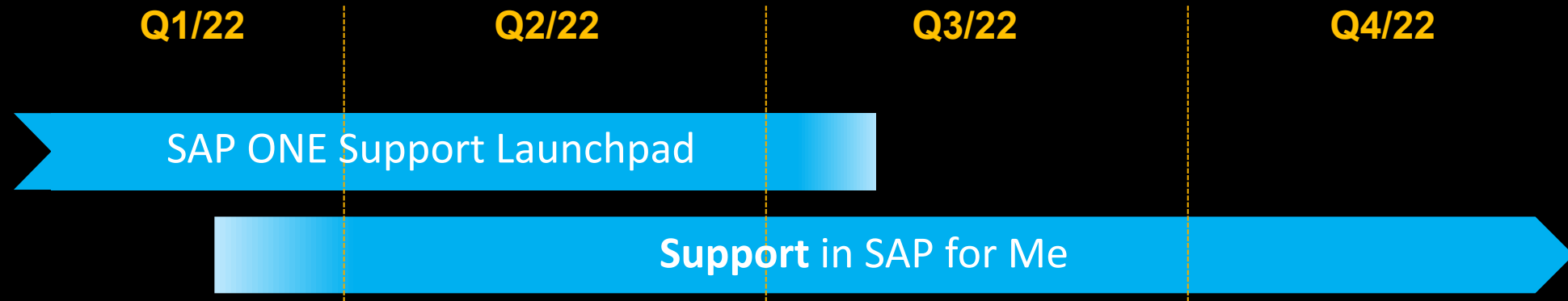
Android: Q4 2021 

- Homepage: Leading KPIs / Alerts
- Push Notifications for system or case update
- Case Management
- Cloud System Availability Information
- Notification list
- Event list



What to come 2022?

SAP ONE Support Launchpad goes SAP for Me



Planned Milestones for Q1-Q2/2022



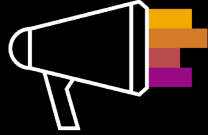
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Personalized Homepage

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

Other Highlights

Optimized Onboarding, Card Catalog and Homepage Cards

Multi-Language Support (EN, DE, JN, CN, ES, FR)

Redesign of Notification Management

Finance & Legal Customer Collaboration

Get Assistance / Get Help / Contact SAP

New Service Detail Dashboards for ICEA/RISE, ECS, Enterprise Support Report

Case Management redesign on SAP for Me

Q & A

Thank You!

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