

# 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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# SAP Center of Excellence Global Virtual Summit April 5-7, 2022

## An overview of the series of presentations about SAP for Me

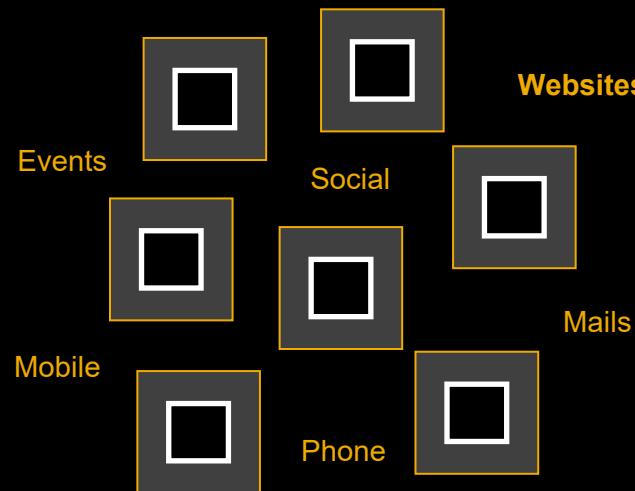
	April 5, 2022	April 6, 2022	April 7, 2022			
Topic	3:00 – 3:30 pm ET	10:00 – 10:50 am ET	01:15 – 02:00 pm ET	02:15 – 03:00 pm ET	Topic	03:15 – 04:00 pm ET
	How SAP for Me puts the CoE into the driver's seat					The SAP ONE Support Launchpad goes SAP for Me
Speaker	Stefan Vormbrock, Chief Product Owner SAP for Me	Oguzhan (Ozzy) Genis, Head of Business SAP for Me	Nathalie Quiblier, Business Product Owner Cloud Availability Center	Joanna Majowicz, Service Owner for License Audit Measurement	Anna Withum, Customer Collaboration Manager of SAP for Me	Rosemary Gaine, Program Manager

# What's SAP for Me?

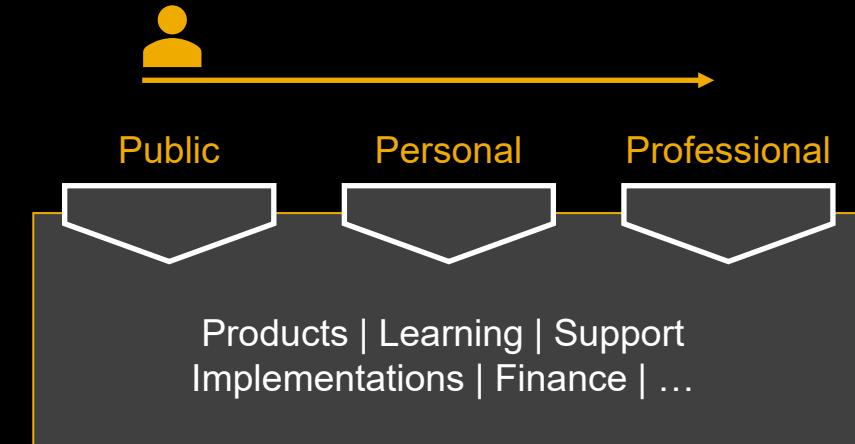
# Where we are coming from and where we want to be

From a distributed experience to ONE consistent customer experience

**Distributed Experience** → **ONE Consistent Customer Experience**



**Many Digital Touchpoints**



**ONE Place For All**

# SAP for Me

Gain comprehensive transparency with a personalized access point

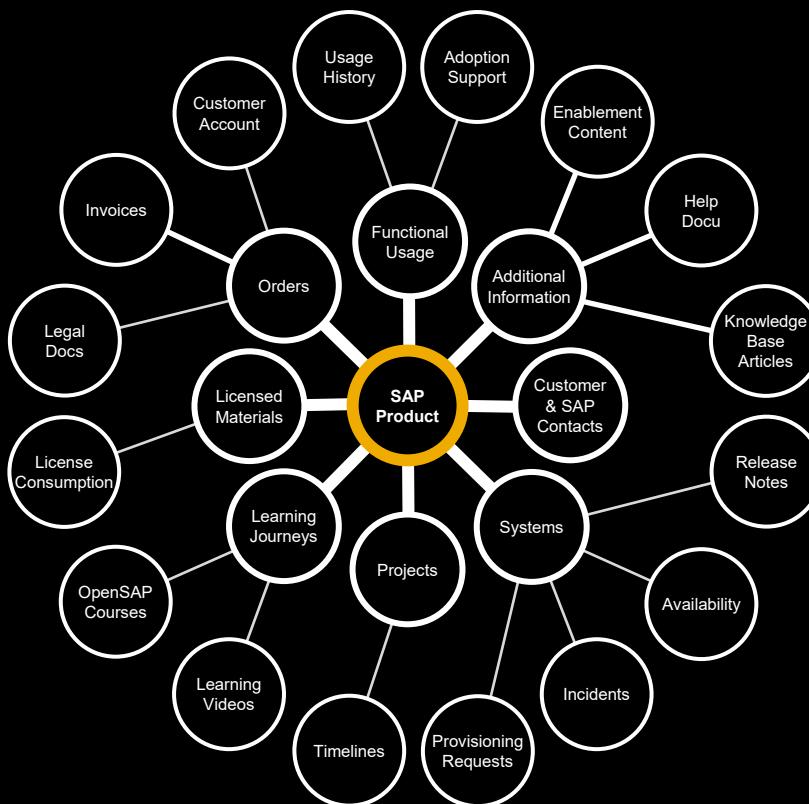


Decision-makers and other people engaging with SAP

## 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,

DEM

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.

SAP Contacts

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

Support User Administration

Call Send Mail Call Send Mail Call Send Mail Call Send Mail

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)

Toggle Sidebar

# Mobile App



## Go Live

iOS: Q3 2021 

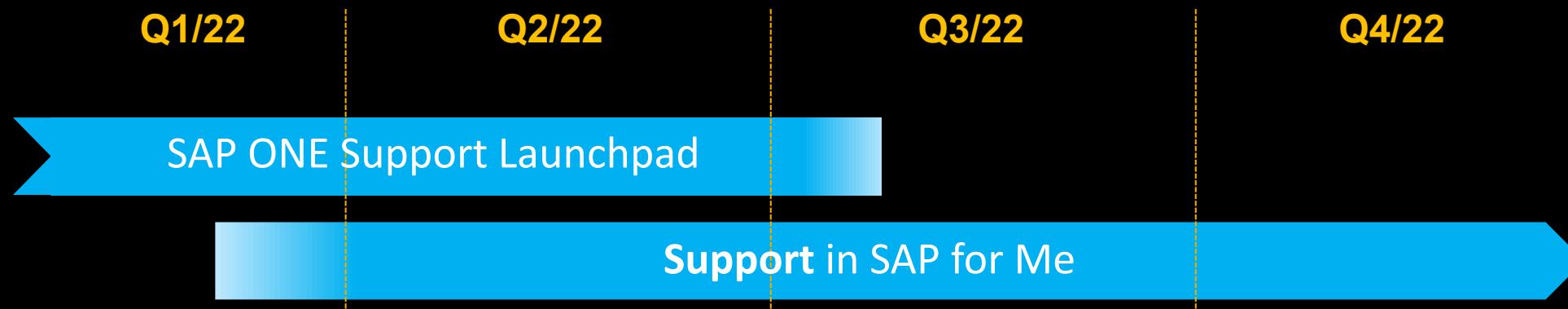
Android: Q4 2021 

- 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



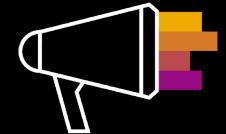
3...

## Personalized Homepage

Feb 26<sup>th</sup>, 2022



- Promotional Message in Banner



2...

## Soft Redirect LUI, CAC

April 7<sup>th</sup>, 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](http://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](http://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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