Welcome to SAP® Leonardo
The Best Run Together
Welcome
• Welcome to SAP Leonardo
• Bringing Intelligence to Your Business at Scale
• Resources for Customers

Get Started
• The Key Players
• What’s Next on Your Innovation Pathway?

Enhance Your Success
• Tips for Project Success
• Seven Tips for Partner Success
• Get More Value from Your Software with Education and Training
• Evolve Your Digitalization Journey
• Engage with Our Communities
• SAP Leonardo in Action
• Run at Peak Performance with SAP Enterprise Support
• Keep In Touch
Thank you for choosing SAP® Leonardo, our scalable approach to digital transformation that meets you where you are and takes you where you want to go. We look forward to helping you on your journey to transforming your business into an intelligent enterprise, and ensuring that you gain optimum business value from your investment.

We are with you every step of the way, from planning, executing, and scaling your implementation to helping ensure that you get the most out of your software.

This welcome kit is designed to introduce you to the knowledge, resources, tools, training, and support that are available to you as a valued SAP customer. As you browse these pages, you’ll find plenty of useful information and easy access to a variety of assets, contacts, and communities that can help you get up and running with SAP Leonardo.

Explore this welcome kit to see how SAP Leonardo solutions and services can help you lead your organization’s digital transformation journey, and share it with other members of your team. We look forward to a long and successful partnership together.
Welcome

Bringing Intelligence to Your Business at Scale

Companies know that digital transformation is now a necessity. Yet many have either adopted a range of approaches with varying degrees of success, are unclear where to focus their efforts, or are unsure about how to get started.

SAP Leonardo powers enterprises with intelligent technologies applied to business processes to create better outcomes. By combining next-gen technologies and industry expertise, it helps you harness and transform your data – with machine learning, the IoT, advanced analytics, and other new technologies – to drive business innovation.
Welcome

With SAP Leonardo you can:

- Make existing processes and applications more intelligent, develop new applications with the latest technologies, and create brand new business models
- Take a creative, human-centric approach to digital transformation with a design-led development process based on real end users and their needs
- Integrate with your enterprise architecture – and seamlessly scale new business models post go-live – on an open, extendable digital business platform
- Collaborate with designers, business innovation and transformation consultants, plus industry and technology experts to create the best solution for your company
- Walk away with a functioning, market-ready prototype and blueprint for implementation. We can also help you implement your prototype if you prefer
- Choose from pre-defined use cases – or let us help you create a completely new use case that addresses a specific business challenge or opportunity
Many of our resources, such as the SAP® Support Portal service, can be accessed only with your S-user ID. For new customers, SAP creates the initial S-user IDs for the initial SAP software recipients. Your company’s user administrators can then request any number of S-user IDs and assign the required authorizations at any time.

Click here to get your S-user ID

Through SAP Support Portal, you can quickly find important contacts, such as “super administrators,” to help you get the appropriate authorizations to access the components of SAP Leonardo and to submit customer incidents.
As your organization continues its journey with SAP Leonardo, the following key roles, with their responsibilities, will help you to be successful with your new solution.

SAP
- Provides the technological platform as specified by the contract
- Offers agile implementation principles, established methodologies, and proven implementation accelerators
- Provides oversight and management to develop strategic roadmaps that accelerate business outcomes, help ensure business continuity, and deliver value from the technology investment
Customer Engagement Executive
If assigned your Customer Engagement Executive will be your primary contact throughout your SAP Leonardo projects supporting the following activities.
• Facilitate strategic thought leadership and partnership to support the execution of the business strategy
• Act as a senior advisor for strategic issues by facilitating quarterly checkpoints, execution plans, and workshops to measure success, and proactively adjust course where needed
• Provide support for complex customer issues, partnering across both organizations to drive a shared road map and vision of success

Should a Customer Engagement Executive not be assigned your account, please reach out to your Account Executive.

SAP Digital Business Services
• Ensures that you have a deep understanding of the innovations developed together, and how they were created
• Brings extensive knowledge and relevant experience from delivering related innovation projects
• Provides acceleration, guidance, and structure through the use of core innovation tools and techniques
• Challenges your thinking and at times asks the difficult questions
• Brings industry expertise to your understanding of your business and works with you to identify opportunities, risks, and solutions
• Monitors feasibility, scalability, desirability, and viability of innovative solutions
• Demonstrates a ‘can do’ attitude with energy, enthusiasm and a passion for exploration, innovation and delivering business impact at scale through intelligent technologies
Get Started

**Services partner**
- Supports the planning and implementation of the functional and technical aspects of the project
- Recommends actions that mitigate risks
- Transfers technical, functional, and methodology knowledge
- Evaluates and recommends the best practices provided by SAP according to the business requirements of the project
- Shares examples of implementation success stories from peers that are SAP customers
- Builds cloud-based solutions that leverage disruptive technologies such as the Internet of Things, artificial intelligence, blockchain, and cognitive computing
- Makes maximum use of SAP Leonardo for the highest development productivity
- Shares the project management responsibilities with the customer, applying the appropriate tools and methods

**Customer**
- Builds an internal project team, which includes lines of business and IT, to keep the project on track
- Shares the project management responsibilities with the partner within the terms and agreed scope of the contract
- Provides the appropriate qualified resources to execute the relevant project tasks
- Understands and adopts the technical and functional recommendations of the software provider
- Builds an internal project team to keep the project on track that includes finance and IT plus other relevant lines of business
- Encourages user adoption by ensuring the collaboration of all stakeholders and users
- Facilitates timely access to subject matter experts and key stakeholders in your company
- Collaborates and communicates openly and effectively with other key players outlined above throughout the project to achieve the required outcomes
Every company has a different starting point and different path to follow on their digital transformation journey. SAP Leonardo therefore offers a choice of consumption models to suit all requirements.

**Embedded Intelligence**
Using intelligent technologies like machine learning, Internet of Things (IoT), blockchain, and analytics embedded into the depth and breadth of SAP core applications to deliver better business outcomes.

**Guided Outcomes**
Taking advantage of pre-packaged, industry-centric solutions with embedded intelligence that delivers specific business outcomes focused on five key areas: cost optimization, revenue growth, total workforce management, customer experience, and product and service excellence.

**Open Innovation**
Build custom next-generation solutions that address your unique business needs using a best-in-class approach to innovation, including design thinking and SAP Leonardo intelligent technologies to create solutions built on top and powered by SAP Cloud Platform.
Get Started

Once you’ve completed the “Discover and Design” stage, you will be ready to move to the next stage, delivering a functional prototype using your company data and including a value assessment, scenario design, and architecture. This stage should take from 8-10 weeks to deliver a production system.

The final stage on your journey is “Scale and Transform”, and you can take advantage of a range of SAP Leonardo Services to pursue new business or service models, scale up across different parts of the organization, and explore additional use cases.
Get Started

Innovation Pathway

Explore
• Inspirational boot camp and/or discovery workshop
• A series of new ideas powered by Design Thinking to solve key business challenges and a view on how to take them forward

Re-Imagine
• Detailed business opportunity assessment with a focus on desirability and viability
• Clickable interactive prototype
• Initial architecture of the solution
• Preliminary roadmap and next steps
• A detailed view on how to develop the solution and the business value it will deliver

Create
• A working pilot solution ready for go-live
• Pilot validation plan, location(s) and agreed scope

Validate
• Monitored success of the pilot against feasibility, scalability, desirability, and viability criteria
• Proposal for scale and transform

Scale and transform
• Additional SAP Leonardo Services to progress and scale up novel business or service models
• A solution deployed at scale, delivering business value
Enhance Your Success

Tips for Project Success

Here are a few useful tips to help you get the best out of your SAP Leonardo project.

**Change management** needs to start early in the project to ensure collaboration of stakeholders and users and to proactively manage change.

**Executive buy-in** must be visible, or the project will not have the appropriate priority to meet deadlines.

**Project management status and tracking** need to focus on timelines and ensure quality.

**Lines of business and IT** should be represented on all teams, with business users and IT specialists bringing their unique skills, expertise, and knowledge to foster synergy and collaboration on the project. The objective is to avoid the situation where IT alone makes line-of-business decisions and business users alone make technology decisions.

**Industry-specific requirements**, such as shelf-life restraints or seasonal demands, are identified up front so that you can work together with SAP and your partner to address them in your project.
Together with SAP, a growing number of certified SAP Leonardo partners are developing and delivering industry-leading solutions to help customers innovate faster and with less risk. Follow these tips for selecting and working with your partner:

**Look** for a partner with specialist expertise in your selected application and industry.

**Get** the right balance of off-site (for more technical requirements) and on-site (for more complex business requirements) resources for your project.

**Match** the partner’s skills and knowledge about SAP software with a clear statement of works.

**Evaluate** your corporate culture and align the delivery model accordingly.

**Provide** a clear understanding of deliverables, expectations, and timelines.

**Agree** to terms that are fair, including mutually fair pay structures based on key deliverables.

**Build** a true partnership based on honesty, transparency, and mutual respect.
Our goal is to help you extract **optimum** value from your SAP software. The SAP Education organization has the expertise and instructional experience to train your users to leverage SAP Leonardo to its full potential.

Use the links below to access courses that can help you and your team become fully equipped for your journey with SAP Leonardo.

- [Find your learning journey](#)
- [openSAP Courses - SAP Leonardo](#)
SAP technology is constantly evolving in line with the changing needs of our customers. SAP roadmaps are designed to provide you with up-to-date information about how the features and functions of an SAP solution or product are planned to progress over time. This helps to ensure that SAP products and solutions align with your technology adoption plans.

A product roadmap:
- Provides detailed information on the current version of the product with features grouped by value and capabilities
- Offers detailed information on the planned innovations of the product with features grouped by value and capabilities
- Summarizes the future direction for the product

View roadmap
There are many ways for SAP customers to exchange information of mutual interest and value. Connect with these communities and share experiences, knowledge, and ideas with your industry peers, fellow customers, and technology experts from SAP and our partners.

SAP Leonardo Community
Get started with the community for SAP Leonardo, the online social network for the SAP family. Stay up to date with the latest community news, projects, features, and opinions. Find out how to register, create a profile, post a blog, ask a question, and much more.

Sign up now
Enhance Your Success

SAP user groups
Realize the full benefits of your SAP software and help shape the future of SAP software development by joining your local SAP user group. Supported by the Global User Groups organization, these independent, not-for-profit groups educate members, facilitate customer involvement, and influence SAP strategy.

Of interest to many organizations are the regular regional chapter meetings the user groups organize. Sponsored by customer companies, the days are designed to provide participants with:
• Ways to optimize use of and investment in SAP solutions
• Best-practice, innovative approaches to solving problems
• Opportunities to meet and network with peers
• An understanding of how SAP solutions and strategy can benefit their own customers
• Access to SAP experts and decision makers

Find your local SAP user group

Ongoing events
Join SAP and other customers at the numerous events and Webinars SAP runs every year for SAP Leonardo. Attend in person or listen to recordings when it suits you.

View the event finder

Visit an SAP Leonardo Center
As a global network of connected, physical locations, the SAP Leonardo Centers are the go-to places for digital inspiration and co-innovation. Click on the link below to learn more and find your nearest center.

Learn more
SAP Leonardo in Action

Enhance Your Success

See how companies are using SAP Leonardo to accelerate digital transformation and stay ahead of the competition in today’s fast-moving markets.

View SAP Leonardo customer successes e-book

Trenitalia
Watch the video

City of Buenos Aires
Watch the video

Stara
Watch the video
View business transformation study

Arctic Wind
Watch the video

Kaeserwetter Energy
Watch the video

Cisco
Watch the video

Kaeser Kompressoren
Watch the video

Tennant
Watch the video
Get more value from your SAP software with SAP Enterprise Support services. We offer a range of support services, including long-term plans, embedded teams, remote technology support including live expert chat, a self-service portal, and more.

Your Customer Engagement Executive works with you to streamline your relationships with SAP, proactively drive value, and deliver measurable results.

Choose the Right Next-Generation Support Tool for Your SAP Solutions

The Schedule an Expert service offers customers the chance to schedule a 30-minute call with an SAP expert at a time convenient to them to collaborate on a specific inquiry or incident. You can book a time for the Schedule an Expert service in SAP ONE Support Launchpad.

Expert Chat is a live chat service best suited for new medium or high priority issues. It instantly connects you to SAP technical support experts. Real-time interaction with screen sharing creates a faster and more direct route to issue resolution.
Self-service and Incident Prevention

The SAP Help Portal site enables you to rapidly navigate and find all the resources that are available to help you at every stage of your project, from planning and design through to development, training, and education. Learn more

Visit the Support Launchpad to access SAP Leonardo specific content including Knowledge Base Articles, Guided Answers, and Documentation.

FAQ, part of SAP Community, enables you to get answers immediately to the most commonly asked questions.

SAP Knowledge Base Article service delivers an amazing support experience to SAP customers, anticipating customers’ needs, accelerating their path to accurate answers when they need them, and offering expert help at their fingertips.

Contacting the Customer Interaction Center

The Customer Interaction Center (CIC) provides a central point of contact for nontechnical queries on topics such as SAP ONE Support Launchpad, user management, incident management, and much more.

Learn more about the CIC
We hope you find this welcome kit useful as we run together on your digital transformation journey with SAP Leonardo. We are with you every step of the way and will contact you at key moments in your journey to help ensure that you are gaining optimum business value from your investment.

In the meantime, please use the links in this welcome kit to access the wealth of information, services, and tools that are available to all our customers to optimize your experience of working with SAP software.

If you cannot find what you need, please get in touch.