

SAP® ONE Support: Managing Solutions in On-Premise, Cloud, and Hybrid Scenarios

Orchestrating Support for the Success of Your Digital Enterprise

In our era of digital transformation, you must find fast and flexible ways to create positive business outcomes – while keeping your mission-critical solutions running safely and seamlessly. SAP has designed the SAP® ONE Support approach to help you meet these dual goals. Taking advantage of a consistent support experience in a [unified support infrastructure](#), you can integrate business processes across the lifecycle of SAP solutions in any on-premise, cloud, or hybrid landscape.

Capturing opportunities increasingly requires an immediate response in today's business climate. That's why companies everywhere are moving toward a fully digital business to run transactions and analytics in real time. The digital transformation itself is not new. But as this trend converges with mobile and cloud computing, IT departments must learn to manage hybrid environments with many separate solutions serving savvy customers and users who have grown up in a hyperconnected, real-time world.

In this period of revolutionary digitalization, SAP can help you orchestrate business processes efficiently across all applications and deployment models. SAP ONE Support standardizes the way we help you run your mission-critical systems securely and reliably while creating business outcomes based on innovation – all in an environment defined by an ever-accelerating pace of change.



SAP ONE Support is designed to harmonize support offerings and simplify hybrid-landscape management. It delivers a single, consistent support experience and aligns operational processes – whether you use on-premise SAP solutions, the SAP Cloud portfolio, or a hybrid of the two. The SAP ONE Support principle harmonizes cloud support, based on SAP Enterprise Support, cloud editions, with support for on-premise solutions. Advanced services are available through the SAP Preferred Care offering, which is also available for cloud and on-premise solutions.

Our overarching mission is to help you innovate more rapidly, implement more smoothly, and operate more effectively. You can expect four primary advantages from SAP ONE Support:

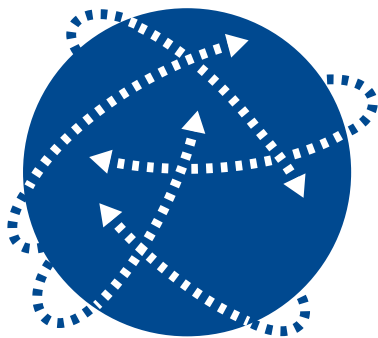
- One harmonized support offering for all solutions
- One access point to SAP support for your full SAP landscape
- One view for optimizing processes and managing solutions
- One integrated escalation and governance process

ONE HARMONIZED SUPPORT OFFERING FOR ALL SOLUTIONS

Our primary goal with SAP ONE Support is improving your support experience by harmonizing our portfolio of support offerings. SAP Enterprise Support, cloud editions, have been available for some time for numerous SAP offerings, such as SAP SuccessFactors® solutions, SAP Cloud Platform, and SAP S/4HANA® Cloud software. Now we are extending this coverage to most major cloud solutions, including Concur®, SAP Ariba®, and SAP Fieldglass® solutions.

In all scenarios, you benefit from aligned service levels across solutions, as well as commitments for corrective action plans, collaboration with customer specialists, access to additional SAP experts, a rich variety of services, and a vast repository of knowledge to help you enhance performance.

As an extension of SAP Enterprise Support, SAP Preferred Care provides enhanced service levels, a dedicated customer success manager, and a suite of advanced services for both cloud and on-premise solutions.



Companies everywhere are moving toward a fully digital business to run transactions and analytics in real time.





ONE ACCESS POINT TO SAP SUPPORT FOR YOUR FULL SAP LANDSCAPE

The next step in our support harmonization is integrating incident management for a holistic support experience across your entire solution landscape. Our goal is a single portal for all support interactions, and we supply a single phone number to call for support from anywhere in the world: +800-CALL-1-SAP. All requests for support are automatically dispatched and routed internally through SAP. And there is one standardized escalation process for cloud, on-premise, and hybrid landscapes. All communication channels,

processes, and reporting mechanisms are aligned within SAP to address your critical situations, regardless of your solution deployment scenario.

SAP ONE Support also includes a state-of-the-art customer-centric support infrastructure with a role-based single access point in the SAP ONE Support Launchpad, shown in the figure. With this tool, both you and SAP staff can view all support tickets relating to a specified issue or solution as well as the full history of support engagements at your company.

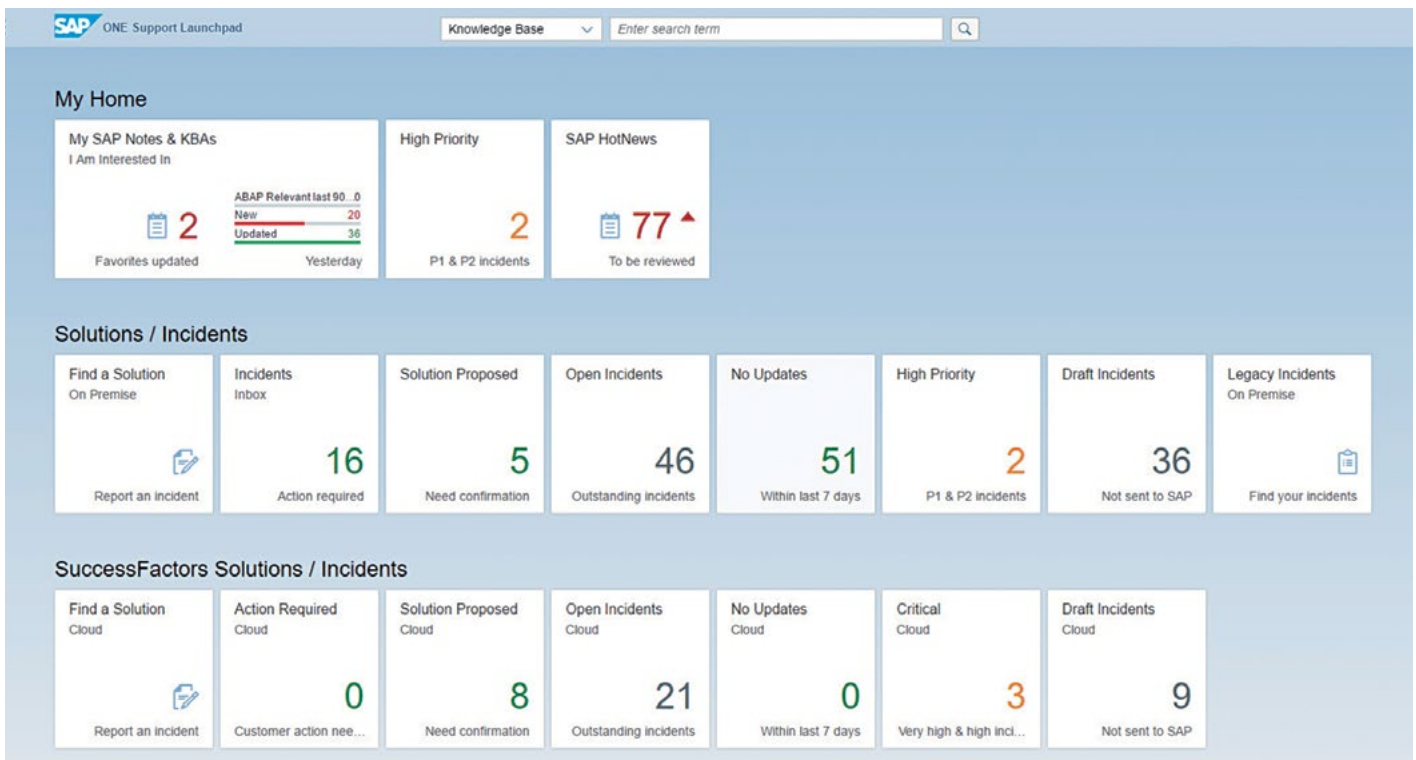


Figure: The SAP ONE Support Launchpad





ONE VIEW FOR OPTIMIZING PROCESSES AND MANAGING SOLUTIONS

To further address comprehensive supportability, we have extended monitoring and alerting, root cause analysis, and service-readiness offerings. The following solution-monitoring capabilities are designed to address comprehensive optimization in hybrid landscapes:

- Landscape management and solution documentation
- Monitoring and alerting for systems, integration initiatives, and jobs
- Monitoring of the user experience
- Root cause analysis, including comprehensive trace and exception management
- Service readiness checks such as the early watch alert
- Guided procedures
- Business-process monitoring and analysis
- Data consistency management

Our proven methodologies for supportability and application lifecycle management empower you to prevent most potential problems before they arise, and to diagnose and resolve any that do occur quickly and efficiently. SAP Solution Manager is the key tool in SAP ONE Support for delivering this power directly into your hands.

SAP Solution Manager helps you manage all solutions, including SAP S/4HANA and the SAP HANA® platform, throughout the entire solution lifecycle. It supports both SAP and non-SAP software in on-premise and cloud implementations. It helps you align business and IT through process models that are easy to understand and develop. It also drives IT operations and refinements based on business value.

SAP Solution Manager builds a single source of the truth in one user-friendly solution that helps you jump-start projects with predefined content to minimize business risk. It offers a rich tool set for moving even large projects from requirements definition to final production. You can improve both operational and financial key performance indicators and accelerate time to value for innovations.

Because of the unifying principle of SAP ONE Support, you gain all these benefits at no extra charge. Your support contract includes your usage rights for SAP Solution Manager, which combines functionalities you would otherwise need to purchase separately from third parties.

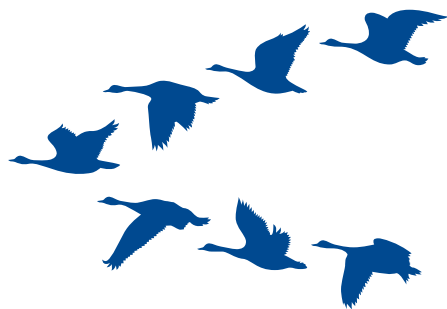
IT departments must learn to manage hybrid environments with many separate solutions serving savvy users who have grown up in a hyperconnected, real-time world.





ONE INTEGRATED ESCALATION AND GOVERNANCE PROCESS

As part of unifying the way you interact with support, we simplify your access to experts from SAP. We have enhanced the SAP MaxAttention™ offering to provide a fully integrated, comprehensive delivery framework for hybrid solutions. SAP MaxAttention connects presales, postsales, and back-office functions into a single team working toward your success, with a joint execution plan designed collaboratively with your staff. The offering includes a single postsales contact and a governance process that integrates the delivery process across SAP. We plan to extend this approach even further in the future, with the goal of including all cloud, hybrid, and on-premise landscapes in the unified model.



SAP ONE Support delivers a single, consistent support experience and aligns operational processes – whether you use on-premise SAP solutions, the SAP Cloud portfolio, or a hybrid of the two.

The SAP® ONE Support approach has radically simplified how you access the help you need. Support is now one click away through your online SAP ONE Support Launchpad and one call away through +800-CALL-1-SAP.



Looking Ahead to the Next Generation of Support

Our overarching goal in the SAP Digital Business Services organization is to foster your success by helping business users, IT users, and our partners harness our enterprise management know-how, our experience with best-practice business processes, and our product knowledge. From the outset, we want to anticipate your needs with state-of-the-art, intuitive products designed for efficiency and ease of use through the collaborative effort of support and development teams working together. And we want to be there immediately through your preferred channel if you do need support, providing industry-leading services at your request anywhere, anytime, and from any device.

Current efforts in our group focus on reducing the exposure to change caused by quarterly releases in cloud environments and the extensive real-time monitoring of system availability required in data-center-based scenarios. We have produced a Release Center service that will help you prepare for new releases and a Cloud Availability Center service that will make the accessibility of your cloud solutions visible at a glance. These pilots

are working well in SAP SuccessFactors solutions, and we plan to expand the functionality across additional cloud solutions in the future.

LIVE SUPPORT FOR LIVE BUSINESSES

When questions arise, you can access expert information in SAP Knowledge Base Article documents through multiple channels and search them with Google technology to find answers quickly and conveniently. And we also want to deliver help efficiently through our service professionals when you do request it. If necessary, you can tap into a pool of support experts worldwide anytime, anywhere. We've introduced on-demand, one-on-one consultation through the Expert Chat service, a live chat function that connects you directly to technical support experts. We believe this deep, immediate connectivity is unique in the industry. Delivering on the promise of SAP ONE Support, this service is available for all support levels and almost all solutions. Implementation is still under way for business network solutions, the SAP Business ByDesign® solution, and a few cloud solutions.



Our primary goal is improving your support experience by harmonizing our portfolio of support offerings.

Two of our latest support offerings have proved to be especially popular and effective. SAP® Knowledge Base Article documents are accessed millions of times each year. And since its launch, the Expert Chat service has garnered an 84% satisfaction rating, with 64% of incidents resolved during the chat and an average chat time of 21 minutes.





A WIDE ARRAY OF BENEFITS

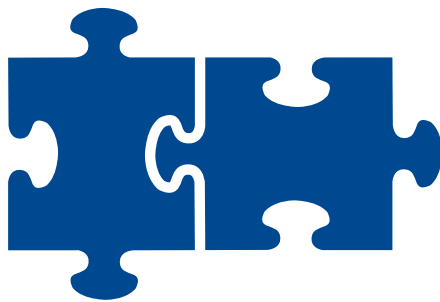
Integration of support processes is a crucial component of SAP ONE Support. It empowers you to focus more on improving processes that drive business value and less on maintaining the underlying technical infrastructure. As part of this approach, we in SAP Digital Business Services are committed to providing a seamless customer experience across all channels, solutions, and deployment models. Regardless of the deployment scenario you choose, our approach through SAP ONE Support enables you to maximize the value of your solution environment as you drive innovation and simplify operations.

We will continue to standardize and harmonize our internal processes and infrastructure to deliver the help you need, when you need it. Whatever your

deployment model or level of digital transformation, we apply the principles of SAP ONE Support to help you reduce complexity today and innovate for tomorrow at your own speed. We will continue to work with development groups to implement your feedback and tailor our software to the way you use it. We will expand our SAP Knowledge Base Article service and the availability of Expert Chat. You can be sure that your support team is solidly behind you every step of the way, with methodologies and services to help you gain business value and sharpen competitive edge. Our mission is your success.

FOR MORE INFORMATION

Call your SAP representative, or visit us online at <http://sapsupport.info/onesupport>



SAP Solution Manager offers a rich tool set for moving even large projects from requirements definition to final production while helping you improve both operational and financial key performance indicators.



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