Collaborate, Navigate and Maximize your Success with SAP Enterprise Support Value Maps

**How do I find the best way
from point A to point B?**
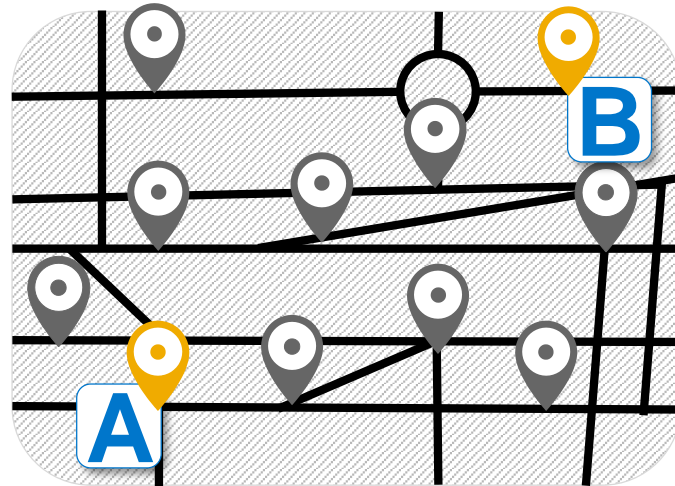
SAP Enterprise Support Academy & SAP ES Value Maps
The unique navigation system for maximizing success

1350+ available assets within ES Academy and growing
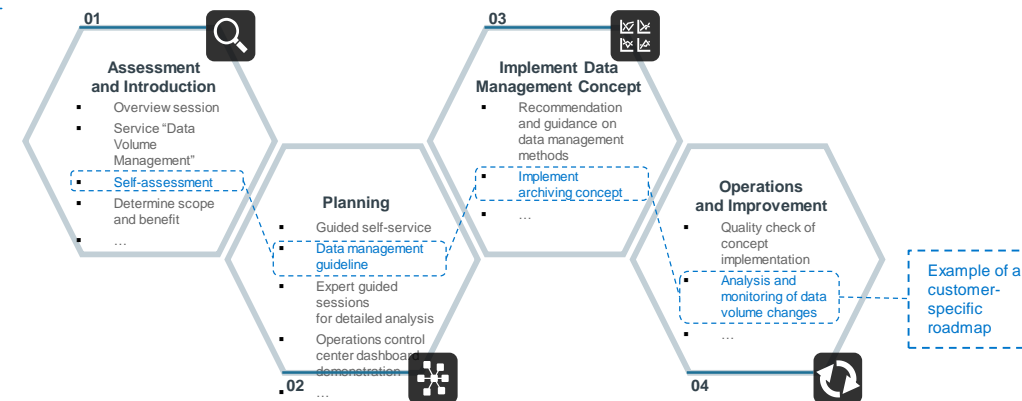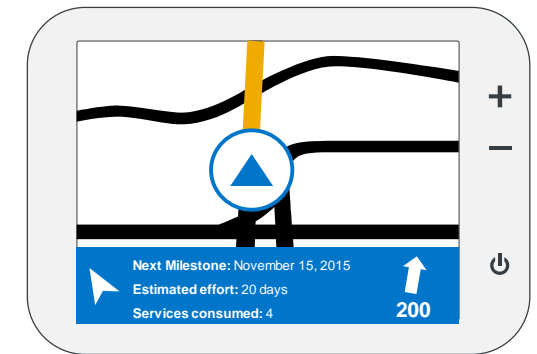for different technologies, lifecycle phases, IT roles

Simplified Guidance
with SAP Enterprise Support Value Maps

SAP Enterprise Support: 1350+ Services & Tools Available*
Coverage for any situation

Area	Selection of available tools and services	Implement	Operate	Innovate	Book services via the SAP Enterprise Support Academy
Continuous quality checks & improvement services	Continuous quality check configuration check	●	○	○	25+ available checks and services
	Continuous quality check going live support	●	○	●	
	Continuous quality check SAP EarlyWatch Check	○	●	○	
Best practices	Availability and continuity management	○	●	○	100+ available best practices
	Job scheduling management	○	●	○	
	Landscape and configuration best practices	○	●	○	
Quick-IQs	How to manage messages on the SAP Service Marketplace	○	●	○	110+ available quick-IQs
	How to maintain an SAP router for your system	●	●	○	
	How to size the adaptive processing server	●	○	○	
Expert-guided implementation sessions	Authorization concept & roles in SAP Solution Manager 7.1	●	●	○	100+ available expert-guided implementation services
	Data volume management	○	●	○	
	SAP Enterprise Support engagement methodology	●	●	●	
Guided self-services	Performance optimization	○	●	○	50+ available guided self-services
	Business process analytics and improvement	○	●	○	
	SQL statement tuning	○	●	○	
Accelerated innovation enablement sessions	Enhancement package installation workshop	●	○	●	180+ available accelerated innovation enablement sessions
	Extended implementation content for LoB	●	○	●	
	New functionality in SAP ERP	●	○	●	
Meet-the-expert sessions	Application Lifecycle Management (ALM)	○	●	○	430+ available meet-the-expert sessions
	SAP Solution Manager 7.1 demo	●	●	○	
	SAP HANA introducing the SAP HANA studio	●	○	●	

* Selection and delivery of services to be decided between SAP and customer and according to contract

Next Milestone: November 15, 2015
Estimated effort: 20 days
Services consumed: 4
200

01 Assessment and Introduction
- Overview session
- Service "Data Volume Management"
- Self-assessment
- Determine scope and benefit
- …

02
- …

Planning
- Guided self-service
- Data management guideline
- Expert guided sessions for detailed analysis
- Operations control center dashboard demonstration

03 Implement Data Management Concept
- Recommendation and guidance on data management methods
- Implement archiving concept
- …

04

Operations and Improvement
- Quality check of concept implementation
- Analysis and monitoring of data volume changes
- …

Example of a customer-specific roadmap

SAP Enterprise Support Value Maps
Your fast lane to support expertise

SAP Enterprise Support value maps help you quickly identify the relevant SAP Enterprise Support services, tools, and expertise for your business needs.

DELIVERABLES

Expert Access

Obtain guidance from the SAP support experts who moderate each value map area.

Social Collaboration

On-demand expertise through a cloud-based social collaboration platform (SAP Jam) connects you directly with SAP experts and peers – also available on your mobile device.

Guided Approach

Select the SAP Enterprise Support value map topic that addresses your business challenge, discover your individual roadmap, and use the SAP Enterprise Support offerings step by step to reach your objective.

Learn more about SAP Enterprise Support value maps >

powered by
SAP Enterprise Support Academy

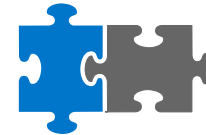# SAP Enterprise Support Value Maps
Turn Information into Impact

Triggers ➤ **Analysis** ➤ **Onboarding** ➤ **Execution** ➤ **Validation & Success**

Triggers	Analysis	Onboarding	Execution	Validation & Success
Identify pain points and sign-up for the SAP Enterprise Support value maps via the SAP Enterprise Support Academy	Define your objective and set your **focus area(s).** Additional SAP Enterprise Support offerings guide to a detailed analysis	**Learn how to SAP Jam** within 15 minutes. Receive expert guidance from support engineers to execute **your action plan**	Utilize the **right SAP Enterprise Support offerings** to meet your individual target	Validate your **results** and exchange with your peers

SAP Enterprise Support Value Maps
Generally Available

Cloud Value Maps

- SAP JAM Collaboration
- SAP S/4HANA Cloud
- SAP SuccessFactors

Application Lifecycle Management (ALM) Value Map

- Technical Monitoring & Alerting
- Change Control Management
- Test Management

Further general available Value Maps

- SAP Solution Manager
- SAP S/4HANA & SAP HANA
- SAP Fiori & Digital Platform
- Business Decision Makers
- SAP Analytics Solutions
- Data Volume Management
- Security
- Custom Code Management

2 min Video Demo

Frequently Asked Questions

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SAP Enterprise Support Value Maps
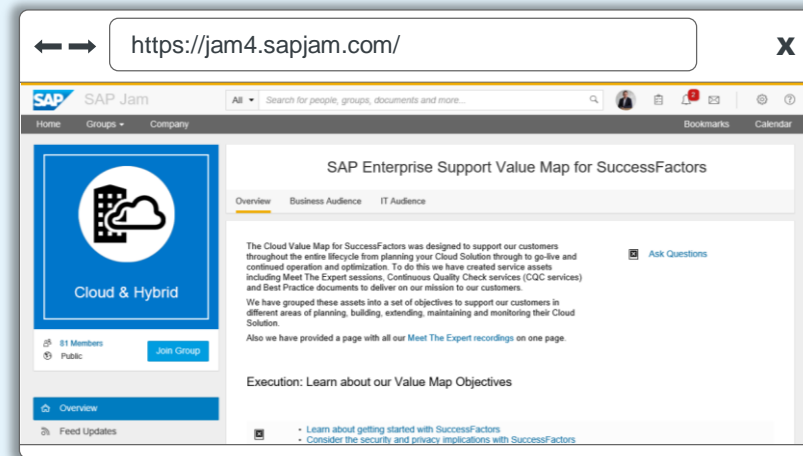## Social business collaboration - SAP Jam

SAP Jam

Customer

- Direct access to SAP Support experts

- Discuss and exchange ideas with other customers across different geographies

On-demand expertise through a cloud-based social collaboration platform

SAP Jam is also available on your mobile device

SAP

- Share expertise and provide guidance

- Get direct customer feedback

Learn more about SAP Jam >

SAP Analytics Solutions Value Map
Triggers and benefits

TRIGGERS

- Do you want to set up and configure CA Wily Introscope monitoring for BI platform 4.x?

- Do you want to consume the SAP Enterprise Support portfolio for SAP BusinessObjects Business Intelligence Platform?

- Are you planning a new installation or upgrade of an analytics product for, e.g., SBOP BI platform, SAP Business Process Consolidation, SBOP Data Services and many more?

- Do you need assistance with recurring performance issues or information delivery (reports/dashboards/etc.) failures?

- Do you experience challenges with Business Intelligence solution adoption or user community growth?

- Are you looking for guidance and best practices regarding SAP BusinessObjects Cloud?

- Do you want to leverage the unique benefits of SAP Enterprise Support value maps?

BENEFITS

- Configure monitoring and diagnostics solutions for SBOP BI Platform with or without SAP Solution Manager

- Safeguard major milestones such as SBOP BI platform implementations or upgrade projects

- Empower your organization to maximize SBOP BI platform solution adoption

- Maintain the stability of your SBOP BI platform environment and tune for optimal performance.

- Get guidance regarding new BI monitoring tools

- Discover best practices and guidance for SAP BusinessObjects Cloud, analytics products with SAP HANA, and new analytics tools and products including SAP BusinessObjects Lumira, SAP BusinessObjects Predictive Analytics, BI Mobile, and more.

- Run better by applying SAP best practices

SAP Enterprise Support Academy

SAP Analytics Solutions Value Map

Required investments from customers*

Note: Example is based on the following value map objective: SAP BusinessObjects Business Intelligence Platform

OBJECTIVES	HUMAN RESOURCES (100% workload)	TIME	PROJECT DURATION (summarized effort)
SAP BOBJ BI Platform – IMPLEMENT OR UPGRADE: Safeguard SBOP BI platform implementations and upgrades	1 FTE	40 hrs	1 week
SAP BOBJ Platform – MONITORING & ALERTING: Configure monitoring and diagnostics solution for SBOP BI platform (no SAP Solution Manager, intended for BI only customer)	1 FTE	40 hrs	1 week
SAP BOBJ Platform – MONITORING & ALERTING: Configure monitoring and diagnostics solution for SBOP BI platform using SAP Solution Manager	2.5 FTE	200 hrs	2 weeks
SAP BOBJ Platform - OPTIMIZE: Tune SBOP BI platform 4.x system for optimal performance	1 FTE	40 hrs	1 week

Disclaimer:
Estimates are based on current experiences considering average SAP basis, SAP Solution Manager & SAP BI Platform knowledge on customer side.
Please note that estimates are roughly calculated since figures will depend on system complexity and standardization level.
These figures do not specify implementation times but time to gain a deep understanding of what needs to be done.

*Please note that not all Analytics objectives are covered in this estimated investment slide

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SAP Analytics Solutions Value Map
Objective-based approach*

SELECT YOUR OBJECTIVE
e.g. Implement and upgrade

01 PLAN / EVALUATION - SOLUTION DESIGN
- Selecting the right BI Client
- Concepts in Tuning BI4 (Splitting the Adaptive Processing Server for Success)
- Best Practices in Relational Universe Design
- ...

02 BUILD – INTEGRATION TESTING & GOLIVE
- Continuous Quality Check for Implementation (analysis session)
- How to size Adaptive Processing Server
- Incorporating the BI4 Pattern Books into your upgrade/release planning
- ...

03 RUN – POST GOLIVE SUPPORT
- Continuous Quality Check for Implementation (verification session)
- Continuous Quality Check for Business Process Performance Optimization
- Root cause analysis for BI platform 4.0
- ...

04 OPERATE, OPTIMIZE & INNOVATE
- SAP Enterprise Support Report
- SAP BI Platform Support Tool Deep Dive
- BI4: Monitoring performance with CA Wily Introscope and SAP EarlyWatch Alert
- ...

OBJECTIVE ACHIEVED
e.g. Implementation and upgrade are done

💬 SAP Jam 👤
Questions/ functional help required?
Functional experts collaborate via SAP Jam

* Not all steps in value map mentioned here
Check out our new Value Map Tutorial (also available for download)

SAP Enterprise Support Academy

DEMO

http://support.sap.com/valuemaps

Key Takeaways Increase Your IT and Business Users Skillset & Maturity at no Additional Costs

1. **Centralized access point for all relevant offerings**

2. **Get connected and exchange with SAP Experts and other interested customers**

3. **Flexibility and transparency of offerings that can help you now and in the future**

4. **Build and define your project roadmap and goals with assistance from SAP experts**

5. **Availability when you want it!**

6. **All part of your SAP Enterprise Support investment – NO ADDITIONAL COST!**

Thank You

Maximize The Value You Get from SAP

Visit sap.com/CustHubIT to connect with peers, stay abreast of trends and know your support benefits.

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