

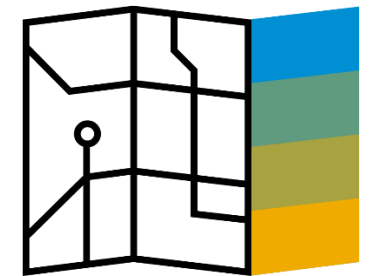


SAP Enterprise Support Value Maps

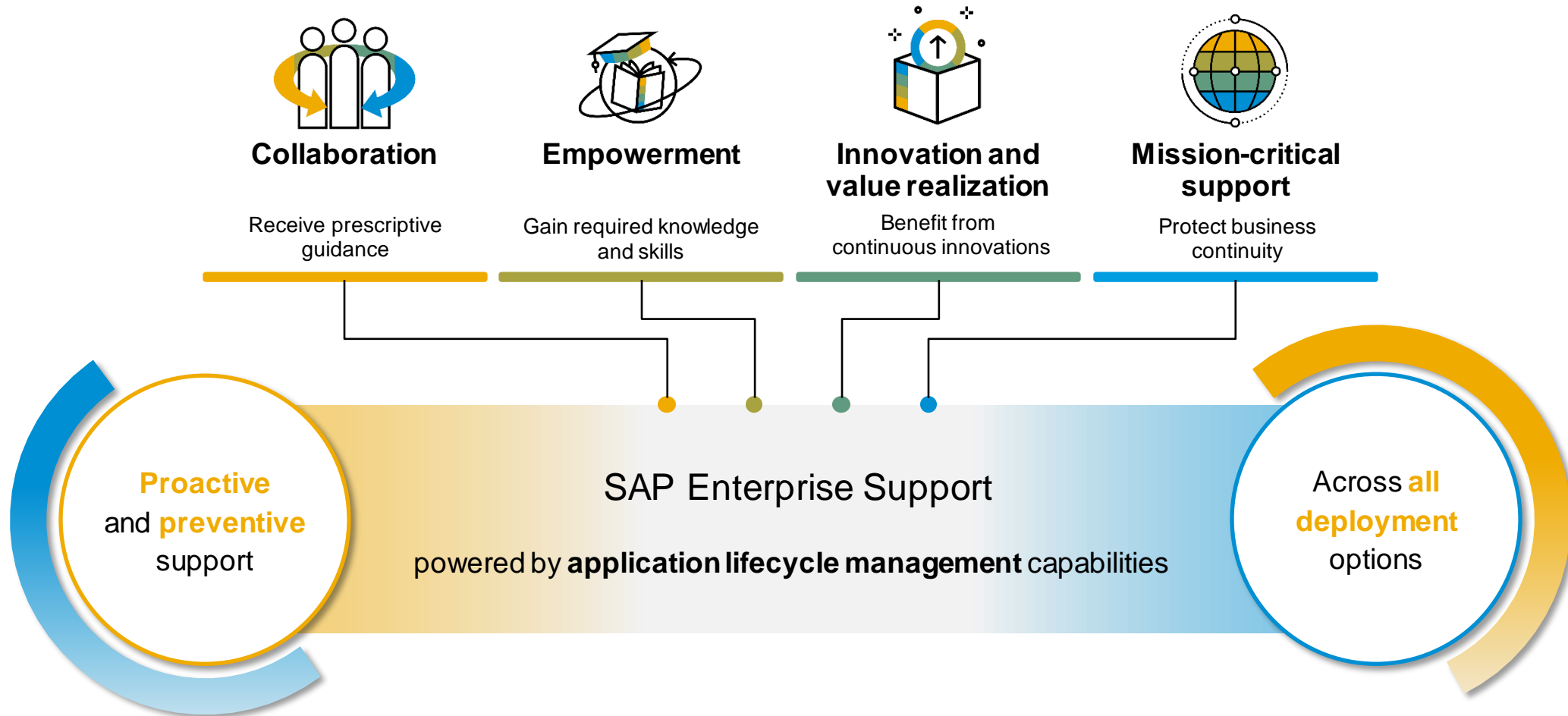
What they are and Why you should be using them

SAP Services and Support
June, 2022

PUBLIC



SAP Enterprise Support: Here's How It Works



SAP Enterprise Support helps you address the digital skills gap and build the know-how you need to thrive in the digital economy by providing high-impact empowerment and collaboration programs such as [SAP Enterprise Support Academy](#) and [SAP Enterprise Support value maps](#). Utilizing [SAP Learning Hub](#) as the delivery platform, both programs leverage a learning environment that is scalable, intuitive, social, and collaborative, bringing SAP much closer to understanding and fulfilling your needs.



“I want **guidance** from SAP to realize more value from my investment.”



Collaboration

As part of SAP Enterprise Support you have access to multiple collaborative resources that have an impact on your success.

- Expert access through collaborative social communities
- Rely on functional and technical expertise on key areas
- Get expert advice on the support deliverables and assets
- Prescriptive guidance for accelerated consumption of services and educational content
- Explore the best options to drive innovations

Further information on how to enable the Intelligent Enterprise with SAP Enterprise Support can be found within this [brochure](#)



Innovation & Value Realization

We provide you with tools and proactive services that help in identifying and realizing business value.

- Benefit from usually quarterly releases to develop an appropriate strategy that increases feature adoption
- Become an early adopter of support innovations and help improve the support offering by innovating on SAP solution deliverables

“I want to have a great customer experience facilitating success and **rapid adoption** of innovation.”



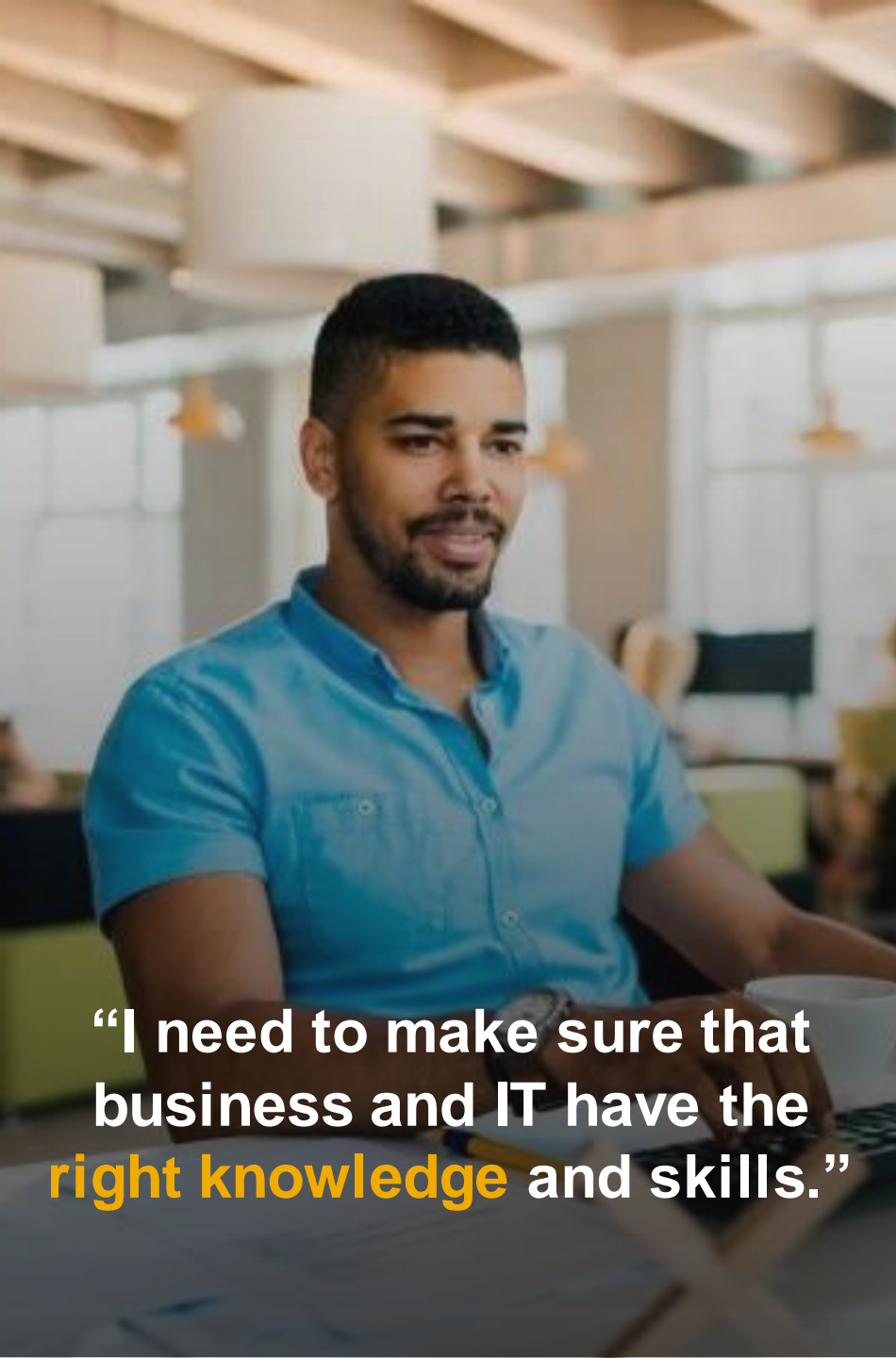
“In case of a production-down situation, I need to resume business operations as quickly as possible.”



Mission-Critical Support

We relieve you of any critical situations and provide various cutting-edge access points to facilitate rapid collaboration with SAP support experts.

- Rely on service-level agreements for faster issue resolution, whereat initial response time typically already includes a first qualified answer
- Easily access support resources via the SAP ONE Support Launchpad including incident dashboard and cloud availability center
- Benefit from Next-Generation Support features such as Schedule an Expert product sessions and Expert Chat, if available for the solution
- Count on 24x7 mission-critical support and speed up incidents through the Customer Interaction Center if needed



“I need to make sure that business and IT have the right knowledge and skills.”



Empowerment

Through the SAP Enterprise Support Academy program we help you build competency and expand your skills easily.

- Get empowered by enriched learning and education elements of the SAP Enterprise Support Academy's extensive library
- Easily access learning content and services via the SAP Learning Hub platform
- Leverage expert content in various delivery formats and levels of detail
- Making sure you address and cover knowledge gaps by learning the right skills
- Learn how to optimize your software solution to run at peak performance

SAP Enterprise Support Value Maps - Video



SAP Enterprise Support Value Maps

SAP Enterprise Support value maps – an empowerment and support program, which leads you through the knowledge, skills, experts and services needed to address business challenges and adopt intelligent technologies. Learn more [here](#).



Program Offerings

- **Prescriptive guidance** - Structured content enables guided journey, simplification, and accelerated consumption of content
- **Expert access** - SAP experts provide prescriptive guidance, best practices and technology insight
- **Social Collaboration** - Forums allow you to exchange ideas and best practices with SAP experts and peers
- **Empowerment** - Interactive learning formats to empower you with the knowledge and skills for realizing your deployment strategy



User Benefits

- **Advance** digital skill level with interactive learning formats
- **Achieve** deployment and operational goals
- **Maximize** the value of your SAP solutions
- **Reduce** training expenditures
- **Get quick** advice from SAP experts and peers
- **Easy** access to latest news and releases
- **Access** to virtual events with leading experts
- **Record** of learning accomplishments

SAP Enterprise Support Academy – Delivery Formats

Utilizing SAP Learning Hub as delivery platform, we offer a wide range of educational content tailored to your needs. From expert guidance, self-paced learning offerings, live sessions as well as guided programs, each customer can find the right format to consume the desired learning content. With analytical insights on consumption, and direct feedback from you, we continually improve our portfolio and services to provide you the right expertise and experience.

Visit us on SAP Support Portal
[SAP Enterprise Support Academy](#)



SAP Enterprise Support Academy – Delivery Formats (Cont.)

SAP Enterprise Support Learning Assets – SAP Enterprise Support Academy offers a wide range of educational training offerings augmented with an ever-evolving database of learning assets, supporting different learning styles and needs, from ad hoc problem solving to structured, long-term knowledge acquisition



Collection

SAP solution-related information bundled together to support you, acting as first step of knowledge transfer in to SAP solutions.

[Browse our collections](#)



Best Practice

Library of how-to guides for your typical implementational and operational tasks for products, databases, and operating systems (used cases e.g. troubleshooting, implementation/ upgrade instructions, system/ technical administration).

[Browse our best practice how-to guides](#)



E-learning

Interactive self-paced online courses covering a variety of popular SAP solution topics. Each includes highly effective learning components such as recorded expert modules, demo, slides.

[Browse our E-learnings](#)

Access our previous tutorials and videos from the below links:

[Browse our tutorials](#)

[Browse our videos](#)

Self-Paced Learning

Expert-Led Learning



Meet-the-Expert

Scheduled live webcasts which typically lasts for 1 hr, providing overviews and first insights on concepts, theoretical introduction on strategy, processes & solutions and the support aspects of the latest SAP technologies. Recorded sessions will be available as E-learning in the future for self-paced consumption.

[Browse all scheduled live sessions](#)

[Browse all MTE recordings](#)

Live Must-Know is a webcast under Meet-the-Expert which is a series of interactive, live sessions hosted in multiple languages and time zones with full of "must-know" facts.

[Available sessions](#)



Expert-guided Implementation

Multi-day, remote, workshop-style session where participants learn to customize and execute complex activities in their own system landscape (for example, commissioning the service desk, or setting up test management in SAP Solution Manager) with experienced SAP service engineers.

[Get more details](#)

[Browse all scheduled live sessions](#)

[Browse all EGI offerings](#)



Accelerated Innovation Enablement

1:1 live sessions with SAP subject matter experts to understand the innovation capabilities and functionalities of the latest SAP enhancement packages for SAP Business Suite software's and how they may be integrated or deployed for your business process requirements.

[Get more details](#)

[Request AIE](#)

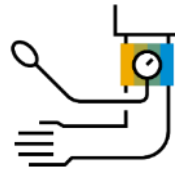
Proactive and preventive remote services for the intelligent enterprise

Remote services – SAP Enterprise Support provides a wide range of remote services connecting you with our experts to analyze your system and/or specific situation. You can learn more [here](#).



Huge variety

of topics to address your pain points and improvement areas



Detailed analysis

based on actual data from your systems or solution



Action plan

to mitigate risks or improve your situation

Examples

Business Process Improvement

Going Live Support

Security Optimization

Data Volume Management

...and many more

SAP Enterprise Support Value Maps – Learning Delivery Formats

SAP Enterprise Support Learning Assets – SAP Enterprise Support Academy offers a wide range of educational training offerings augmented with an ever-evolving database of learning assets, supporting different learning styles and needs, from ad hoc problem solving to structured, long-term knowledge acquisition

Guided Learning



Program

Modular learning approach bundling different learning formats and content to ensure users receive a powerful and deep-dive knowledge about a topic.

[Browse our programs](#)



Learning Journey

Learning Journeys are structured visual guides designed to help you navigate the recommended route to gain full competence, or expand your skills, for specific roles and SAP solutions.

[Browse all Learning Journeys](#)



Digital Badge

Digital knowledge badges are issued in the context of the SAP Enterprise Support Academy value maps offerings and provide a digital proof of successful program completion.

Available digital badge learning programs:

[Data Volume Management for SAP S/4HANA Operation](#)

[SAP Integration Suite: Become an Integration Black-belt](#)

[SAP SuccessFactors Employee Central Integration](#)

*Note: All above formats available as guided learning are part of the SAP Enterprise Support Academy value maps program.

Access the [value maps program](#)

SAP Enterprise Support Value Maps – Live Demo

The screenshot shows the SAP Learning Hub interface. At the top, there is a navigation bar with the SAP logo, 'Learning Rooms', and 'SAP Learning Hub'. A search bar on the right contains the text 'Search SAP Enterprise Su...'. Below the navigation bar, there are tabs for 'Home' and 'Groups'. The main content area features a header for the 'SAP Enterprise Support Value Maps Learning Room', which is marked as 'Private' and has '11,296 Members'. A dropdown menu is set to 'Overview'. Below this, there are tabs for 'Overview', 'RISE with SAP', 'What's New', 'Events', and 'Scope'. The main content area displays a large banner with the text 'SAP Enterprise Support Value Maps' and a sub-headline: 'Enabling your journey to the intelligent enterprise to run at your best with SAP solutions that can help you grow more resilient, more profitable, and more sustainable.' Below the banner, there are two columns of value maps. The left column is titled 'Select a value map' and lists: SAP S/4HANA, SAP S/4HANA Cloud, SAP S/4HANA Cloud, private edition, SAP SuccessFactors, and SAP Customer Experience solutions. The right column is titled 'Enablement for SAP offerings' and lists: SAP Business Technology Platform, Data Volume Management, Business Process Intelligence, Application Lifecycle Management, and Business Process Improvement. To the right of these lists is a 'RISE WITH SAP Business Transformation as a Service' banner with a 'Get Started' button. At the bottom right, there is a link to 'Learn more about value maps'.



“For us to become a leader in the renewable energy sector, digitalizing our business was essential. With help from SAP Enterprise Support, we had a successful launch of SAP S/4HANA Cloud, private edition and, as a result, we’re now seeing faster access to information, more meaningful controls, and increased productivity.”

- Sanjay Grewal, CEO and Executive Director, Virescent Infrastructure Investment Private Limited

Find more SAP Enterprise Support success stories on [sap.com](https://www.sap.com)

THE BEST RUN 

Thank you.

Sign up for SAP Enterprise Support value maps

<http://support.sap.com/valuemaps>



For further details, please contact your SAP Enterprise Support Advisor or send an e-mail to:

sapesvaluemaps@sap.com

Contact information:

Kathryn Rennard

K.Rennard@sap.com

Jonna Smart

Jonna.Smart@sap.com

SAP Enterprise Support Value Maps

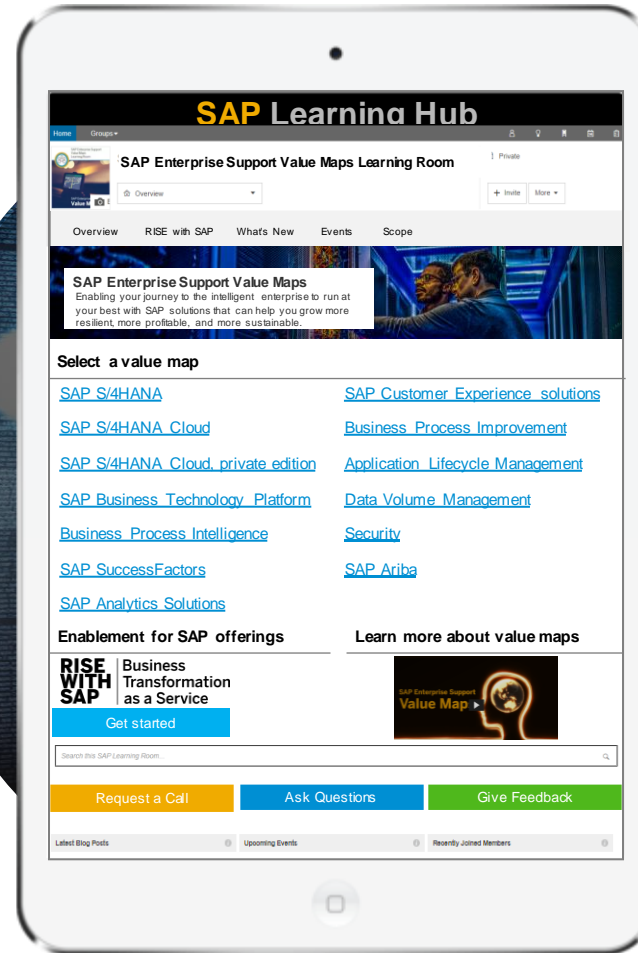
Navigate through the main learning room



Get started with the main value maps group



Select the topic of your interest



Get empowered for RISE with SAP



Ask a question or request a call with our experts



SAP Enterprise Support Value Maps

Get started with RISE with SAP

Customers starting their transformation with RISE with SAP can benefit from the below resource:



[RISE with SAP: Getting Started](#)

Learn how you can benefit from the SAP Enterprise Support cloud edition resource for your transformation with RISE with SAP



[RISE with SAP: Business Process Intelligence](#)

Here you will find some foundational resources regarding the process discovery tool from SAP.



[RISE with SAP: SAP S/4HANA Cloud](#)

Here you will find some foundational resources regarding SAP S/4HANA Cloud.



[RISE with SAP: SAP S/4HANA Cloud, private edition](#)

Here you will find some foundational resources regarding SAP S/4HANA Cloud, private edition



[RISE with SAP: Business Network](#)

Here you will find some foundational resources regarding the SAP Business Network and RISE with SAP.



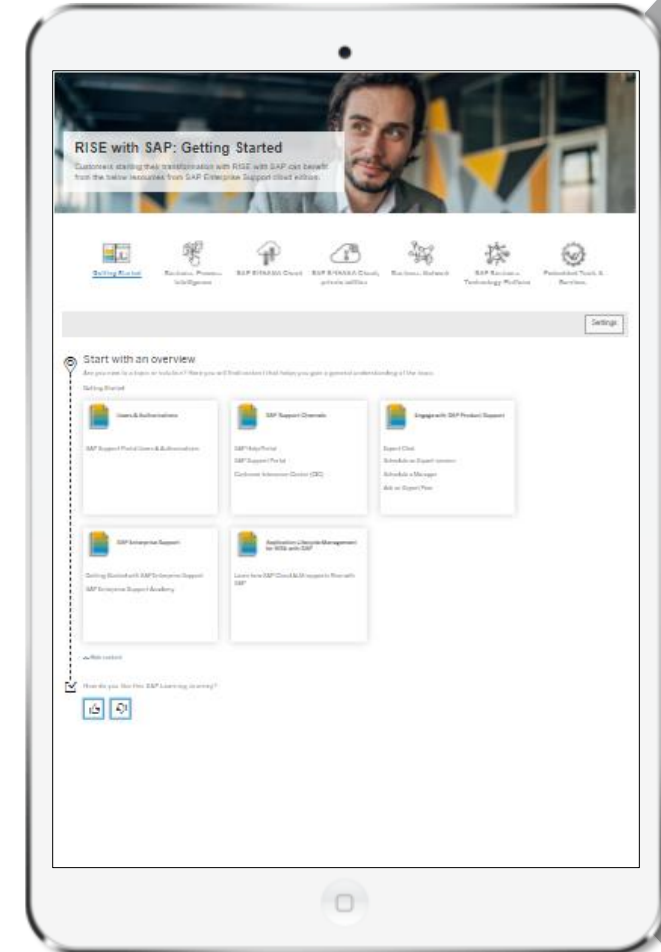
[RISE with SAP: SAP Business Technology Platform](#)

Here you will find resources regarding the SAP Business Technology Platform which can help you fast-track your move to SAP S/4HANA Cloud and support quicker, cohesive, and future-ready innovation.



[RISE with SAP: Embedded Tools & Services](#)

A number of tools and services are available to help you on your RISE with SAP journey.



SAP Enterprise Support Value Maps

How to register and access value maps in 2 steps

Step 1

Request access to SAP Learning Hub, edition for SAP Enterprise Support. Watch [the video](#) and refer to our [tutorial](#) to learn how to sign up and use the hub. If you are already registered you should use 'Access Value Maps' button.

Sign Up



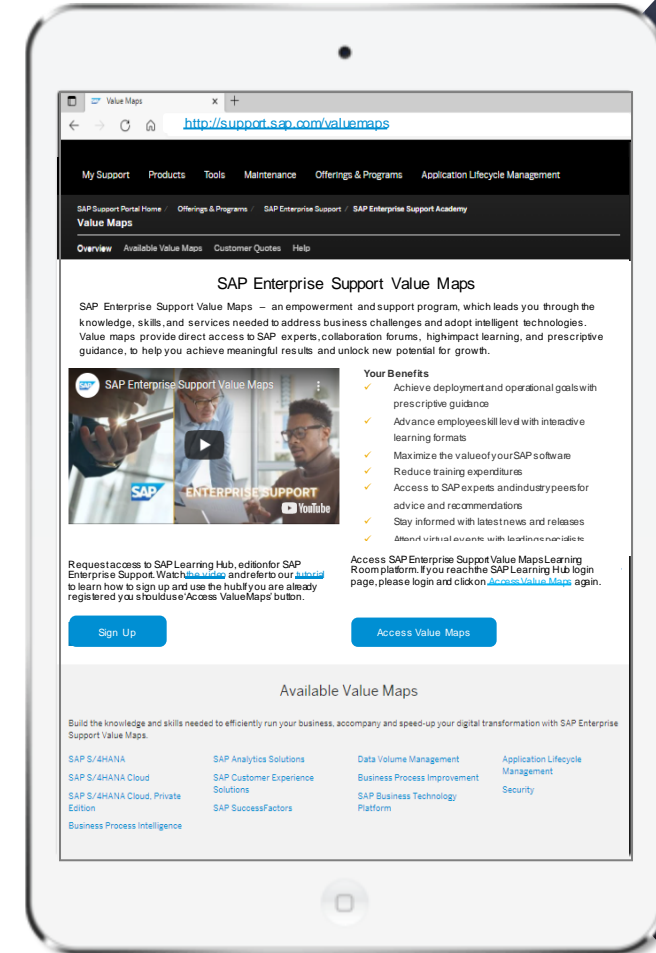
Step 2

Access SAP Enterprise Support Value Maps Learning Room platform. If you reach the SAP Learning Hub login page, please login and click on [Access Value Maps](#) again.

Access Value Maps



Learn more: <https://support.sap.com/valuemaps>



SAP Enterprise Support Value Maps

Portfolio

[SAP S/4HANA](#)



[SAP Business Technology Platform](#)



[SAP S/4HANA Cloud](#)



[Application Lifecycle Management](#)



[SAP S/4HANA Cloud, private edition](#)



[Business Process Intelligence](#)



[SAP SuccessFactors](#)



[Business Process Improvement](#)



[SAP Customer Experience solutions](#)



[Data Volume Management](#)



[SAP Analytics Solutions](#)



[Security](#)



[SAP Ariba](#)



SAP Enterprise Support Value Map for SAP S/4HANA Cloud, private edition

Quick wins

A **learning program** will guide you through a set of expertly chosen SAP Enterprise Support offerings, assets, and tools in a sequential and interactive format to empower you to achieve the defined outcome.

Plan and execute your system conversion to SAP S/4HANA Cloud, private edition

[Access Learning Program >>](#)

Prepare for your sandbox conversion to SAP S/4HANA Cloud, private edition

[Access Learning Program >>](#)

Learn SAP S/4HANA Finance

[Access Learning Program >>](#)

Learn SAP S/4HANA Central Finance

[Access Learning Program >>](#)

Learn SAP S/4HANA Logistics

[Access Learning Program >>](#)

Understand SAP Readiness Check for SAP S/4HANA

[Access Learning Program >>](#)

Prepare for conversion to SAP S/4HANA Finance

[Access Learning Program >>](#)

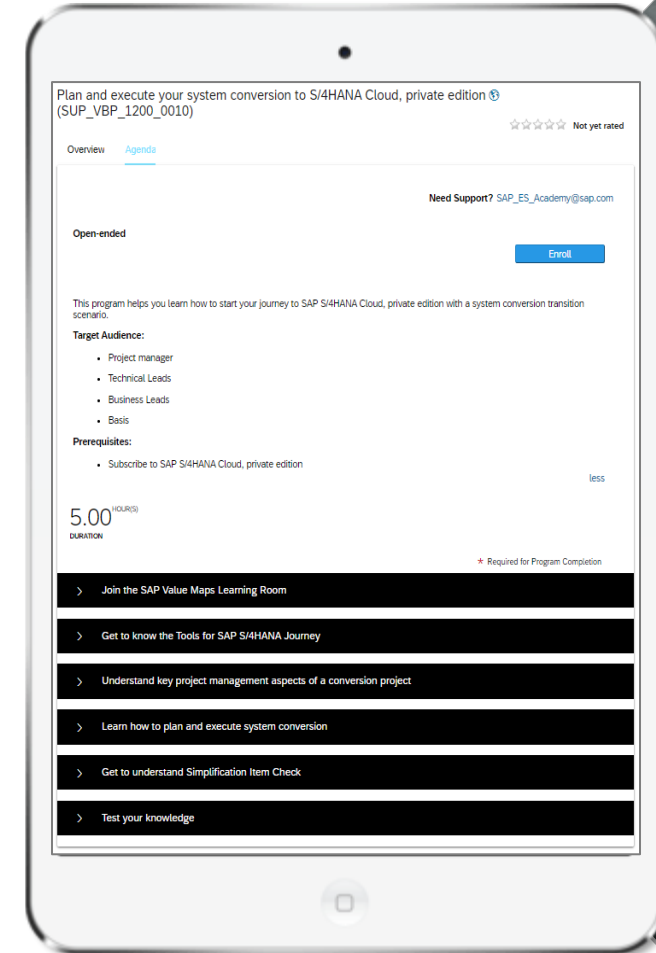
Prepare your custom code for SAP S/4HANA

[Access Learning Program >>](#)

Prepare Your SAP Fiori Implementation for SAP S/4HANA

[Access Learning Program >>](#)

Access more learning programs [here](#)



S/4HANA Value Maps - SAP Enterprise Support

The right fit for every organization



Explore available value maps

SAP Learning Hub

Home Groups

SAP Enterprise Support Value Maps Learning Room

Private

Overview

Explore Value Maps

Empowerment Events Scope

Explore Value Maps
Join our fast-growing communities, navigate through the resources, collaborate and realize your goals.

Application Lifecycle Management Value Map – SAP Enterprise Support	SAP S/4HANA Cloud, Private Edition Value Map – SAP Enterprise Support
Business Process Improvement Value Map – SAP Enterprise Support	SAP S/4HANA Cloud Value Map - SAP Enterprise Support
Data Volume Management Value Map - SAP Enterprise Support	SAP S/4HANA Value Map - SAP Enterprise Support
SAP Business Technology Platform Value Map – SAP Enterprise Support	SAP SuccessFactors Value Map – SAP Enterprise Support
SAP Analytics Solutions Value Map – SAP Enterprise Support	Security Value Map - SAP Enterprise Support
SAP Customer Experience Solutions Value Map – SAP Enterprise Support	SAP Jam Collaboration Value Map – SAP Enterprise Support



SAP S/4HANA Cloud
SAP Enterprise Support
Value Map



**SAP S/4HANA Cloud,
private edition**
SAP Enterprise Support
Value Map



SAP S/4HANA
SAP Enterprise Support
Value Map

SAP S/4HANA Cloud, private edition Value Map

To empower on:

- SAP S/4HANA Cloud, private edition

SAP S/4HANA Cloud Value Map

To empower on:

- SAP S/4HANA Cloud - public cloud deployment

SAP S/4HANA On-Premise

To empower on:

- SAP S/4HANA Cloud - on-premise deployment

SAP Enterprise Support Value Maps

Explore the value map for SAP S/4HANA Cloud, private edition

This value map will enable you to adopt and run SAP S/4HANA Cloud, private edition. It will guide you from the very beginning: from the discovery stages of this journey through the planning, implementation, and run phases of your project.



Complete your learning and empowerment path for a particular SAP topic by accessing a curated set of enablement content



Enroll in one of our short learning programs to expand your knowledge on numerous topics



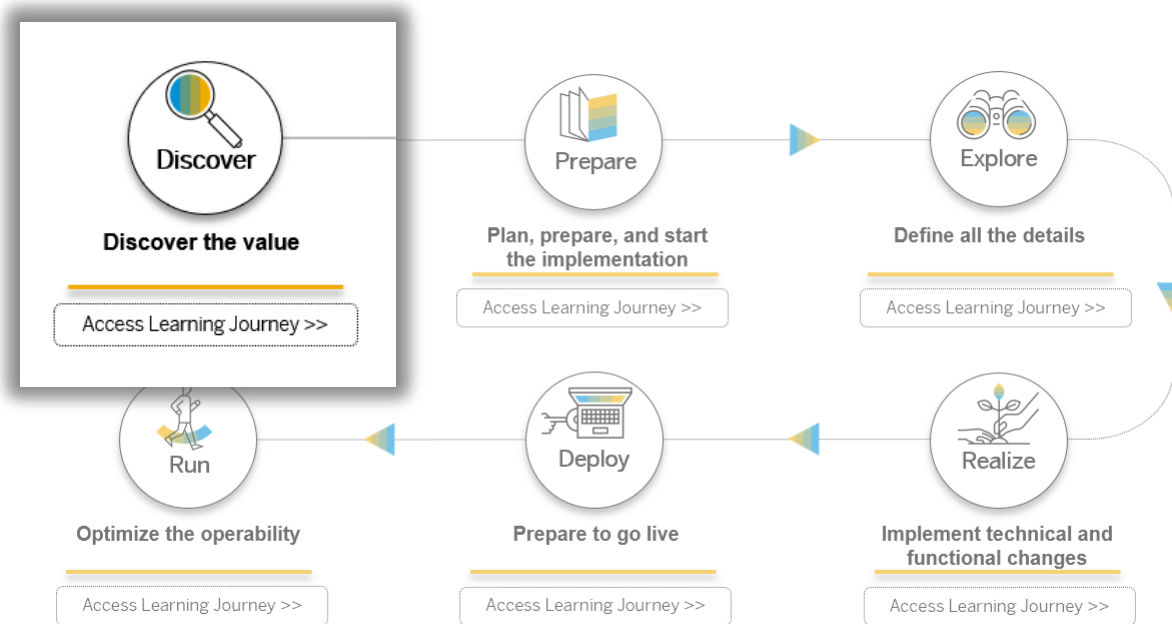
Ask questions to get quick advice from SAP experts and industry peers or request a call to get personalized guidance



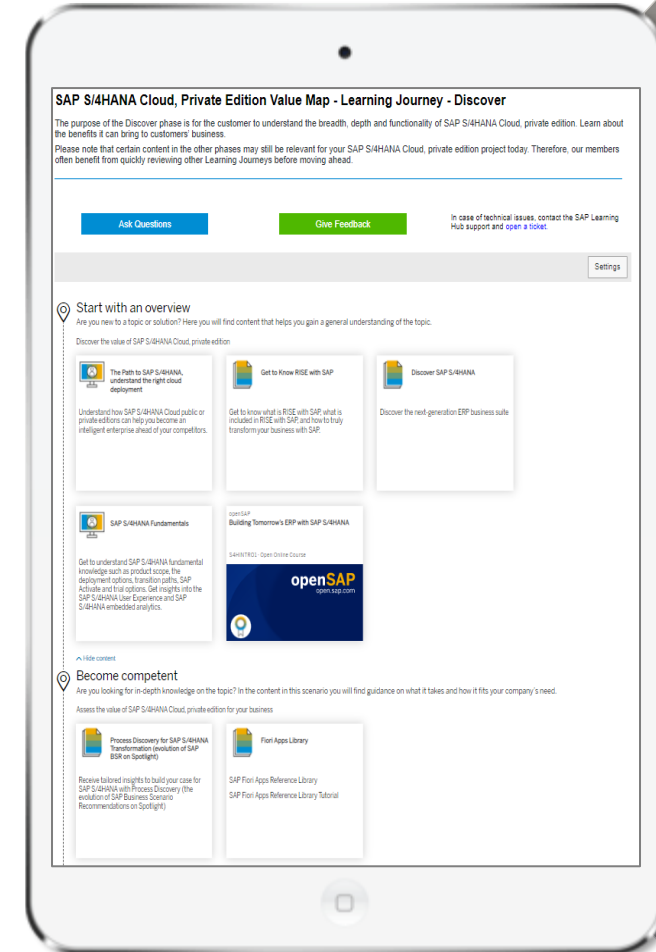
Sign up for upcoming events and stay in the know with our topic-specific articles written by leading product and support specialists

SAP Enterprise Support Value Map for SAP S/4HANA Cloud, private edition Learning Journeys

A **learning journey** is an interactive visual guide designed to help you complete your learning and empowerment path for a particular SAP topic by exploring, filtering, and accessing a curated set of SAP Enterprise Support offerings and learning assets.



Access all learning journeys [here](#)



SAP SuccessFactors Value Map - SAP Enterprise Support

Embedded Launch Activities

A clear road map to successfully launch your SAP® SuccessFactors® solutions

Focus Areas

> Guided enablement

Prepare for solution deployment with prerecorded assets and Q&A sessions on leading practices for business processes, solution architecture, and strategy topics, aligned to your roles

> Demo environment

Gain familiarity with leading practices through a preconfigured demo environment enriched with sample data

> Adoption touch points

Realize valuable insights by tracking process-specific adoption metrics and user-enablement metrics through survey touch points



Prepare for successful deployment



Accelerate time to initial value



Achieve solution adoption goals



Use embedded launch activities at **no additional cost** as part of a new SAP® SuccessFactors® product subscription*




Prepare yourself for a successful **deployment** and **adoption** of your solution

* SAP SuccessFactors solutions currently in scope:

- SAP SuccessFactors Employee Central
- SAP SuccessFactors Recruiting
- SAP SuccessFactors Onboarding
- SAP SuccessFactors Compensation
- SAP SuccessFactors Learning
- SAP SuccessFactors Performance & Goals
- SAP SuccessFactors Succession & Development
- Experience management bundle for succession and development
- Experience management bundle for core HR


SAP Analytics Solutions Value Maps - SAP Enterprise Support

SAP S/4HANA analytics ▾ What's New Events Ask Questions About Us




SAP S/4HANA Analytics

Embedded analytics is an integral component of SAP S/4HANA comprising SAP Fiori and SAP Analytics UIs built on data models within SAP S/4HANA.

 **End-to-end Learning Journey:**

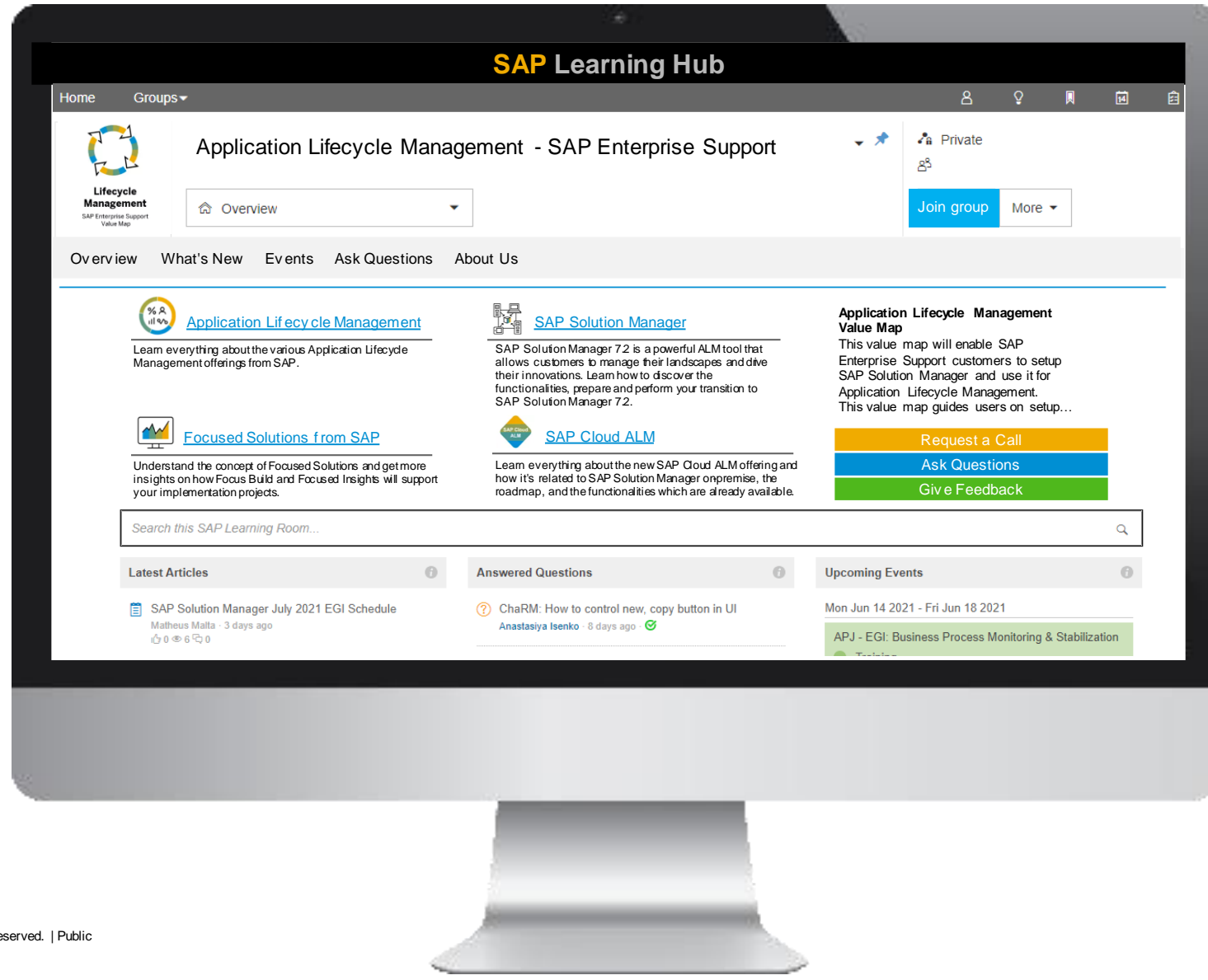
- [SAP S/4HANA embedded analytics](#)
Applicable for SAP S/4HANA on-premise, private cloud, and extended editions.
- [SAP S/4HANA Cloud embedded analytics](#)
Applicable for SAP S/4HANA Cloud (aka public cloud).


 **Focused Learning Programs:**


- [Prepare Your SAP Fiori Implementation for SAP](#)
- [5 Steps 2 analytics in SAP S/4HANA](#)

Application Lifecycle Management Value Map - SAP Enterprise Support

Overview page



 Join the group to become a member

 Request a call to get personalized guidance

Application Lifecycle Management Value Map - SAP Enterprise Support


SAP Cloud ALM

Learning Journeys


SAP Cloud ALM ▾ What's New Events Ask Questions About Us

SAP Cloud ALM

Learn everything about the new SAP Cloud ALM offering and how it's related to SAP Solution Manager on-premise, the roadmap, and the functionalities which are already available.

 End-to-end Learning Journeys:

- [SAP Cloud ALM Introduction](#)
- [SAP Cloud ALM for Implementation](#)
- [SAP Cloud ALM for Operations](#)
- [SAP Cloud ALM for SAP SuccessFactors](#)

 Focused Learning Programs:

- [SAP Cloud ALM: What is it and how to use it](#)

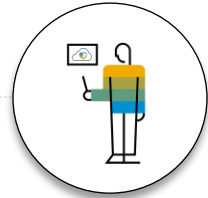
SAP Enterprise Support Value Map for SAP Customer Experience Solutions

Whether you are new to the SAP Customer Experience portfolio, or if you have already been using any solutions part of it, including SAP Sales Cloud, SAP Service Cloud, SAP Commerce Cloud, SAP Marketing Cloud, or SAP Customer Data Cloud this value map will guide you through discovery, implementation, extension, integration, and planning for future releases.



Get Started

get started with SAP Customer Experience solutions and engage with support



Obtain

guidance to implement SAP Customer Experience solutions



Learn

about future releases and functionalities



Manage

regular release cycles and integrate applications



Extend

your SAP Customer Experience solutions



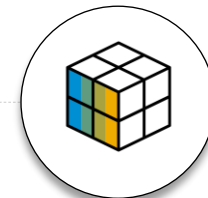
Optimize

the performance of your solution



Enrich

your core applications with Machine Learning

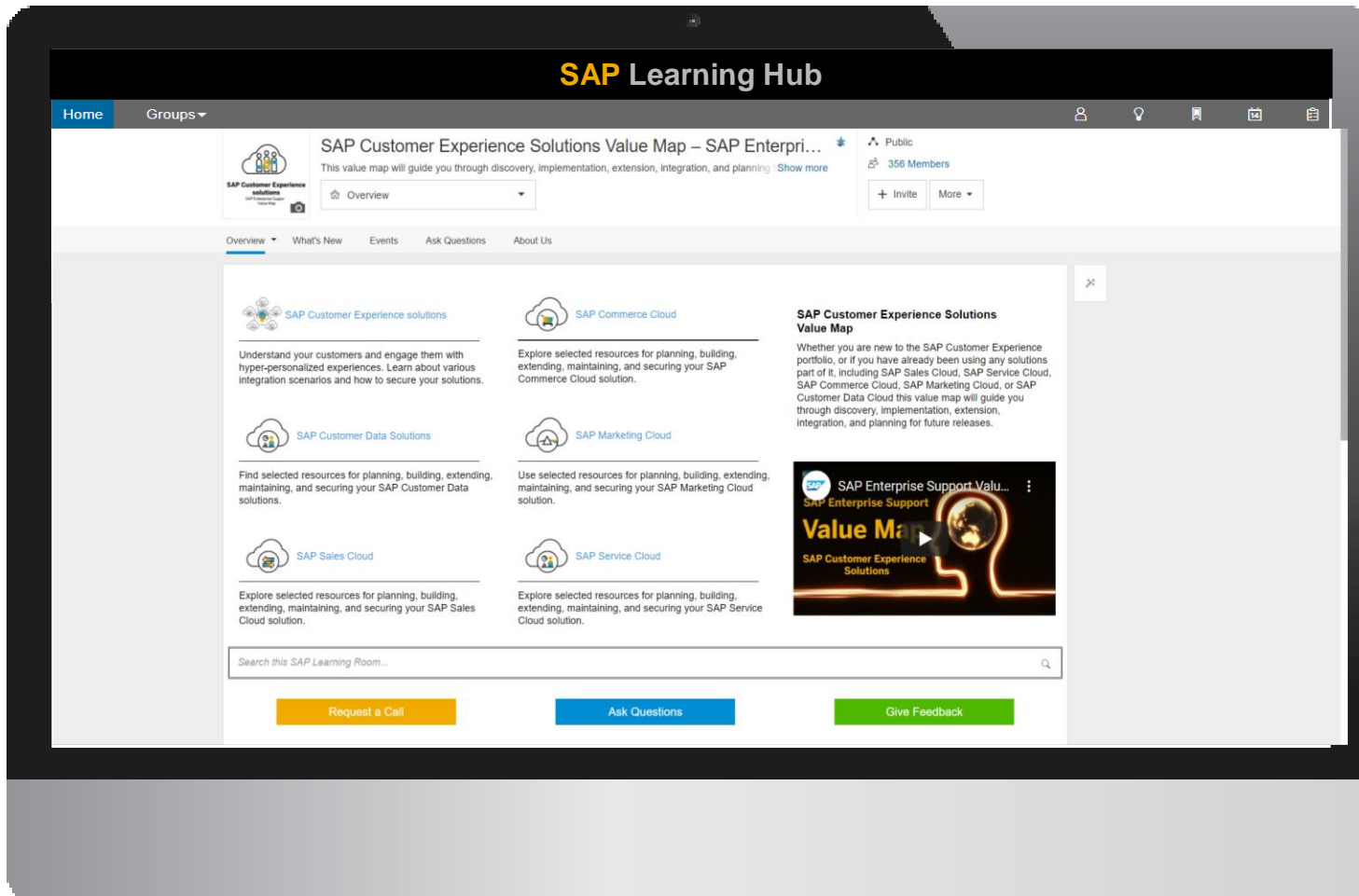


Set Up

analytic tools

SAP Enterprise Support Value map

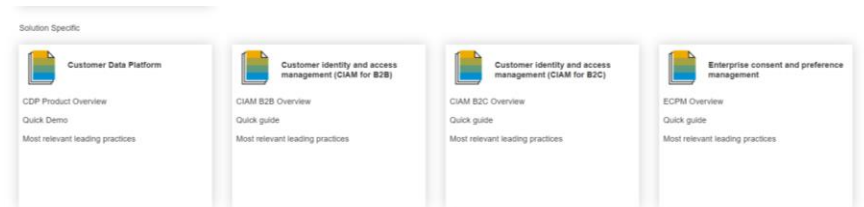
Customer Experience



what`s new :

[Customer Data Solutions updated LJ](#)

[Customer Data Solutions](#), looking for best customer identity cares, is formed by different solutions that follows increase revenue and growth targets with customer identity and access management, data privacy, and customer data platform solutions.



[SAP Emarsys Customer Engagement LJ](#) for to deliver predictable and profitable marketing outcomes.

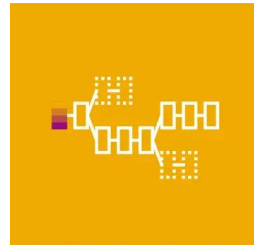
Business Process Improvement Value Map – SAP Enterprise Support Learning Journey

A **learning journey** is an interactive visual guide designed to help you complete your learning and empowerment path for a particular SAP topic by exploring, filtering, and accessing a curated set of SAP Enterprise Support offerings and learning assets.



Process analysis and mining

End-to-End process analysis for enterprise transformations and operational excellence programs



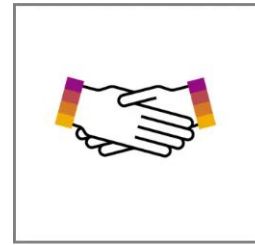
Process and journey modeling

Standardized process and journey management, simulation and modelling



Workflow and automation execution

Maintain organizational and regulatory compliance of all documented processes



Process collaboration

Stakeholder alignment and active collaboration across departments

