

SAP Simplifies and Enhances Cloud Support to Extend One-Cloud Customer Experience

SAP has reached a milestone in simplifying and expanding its support program, offering SAP Cloud customers an end-to-end harmonization and enhancement of cloud support offerings at no additional fee under the SAP ONE Support program. The newly expanded program accelerates the customer path to digital transformation and cloud adoption by extending integrated support across cloud and on-premise solutions.

Effective January 31, 2017, the proven SAP ONE Support program covers Concur[®] solutions, SAP Ariba[®] solutions and SAP Fieldglass[®] solutions. SAP solutions already covered by the program include SAP SuccessFactors[®] solutions, the SAP Hybris[®] Cloud for Customer solution, the SAP S/4HANA[®] Cloud suite, SAP HANA[®] Cloud Platform and the SAP Business ByDesign[®] solution, and many more. This latest broadening of scope provides SAP customers with an integrated cloud support experience across all deployments and solutions, especially those running in hybrid environments.

Digital transformation is in full swing for SAP customers, with adoption rates for cloud solutions very high. At the same time, companies need to ensure a stable core for mission-critical applications and to protect their existing investments. This often results in hybrid landscapes of on-premise and cloud solutions. A critical part to making this model a success is a harmonized support offering that allows companies to focus on business value creation and leave process orchestration to their provider through end-to-end support.

Hybrid Scenario Benefits

For customers running hybrid scenarios, SAP ONE Support delivers a seamless end-to-end support experience. SAP is enhancing this value by providing new scenarios for end-to-end monitoring and management of hybrid landscapes:

- A new incident dashboard and new SAP cloud availability center embedded in SAP ONE Support Launchpad
- Expansion of end-to-end landscape monitoring options for integration, exceptions, and cloud business key performance indicators; for a first set of cloud solutions
- Harmonized handling of escalation across all SAP solutions

SAP also provides more elements on its journey to next generation support, with customer interaction center chat, and the new release center for SAP SuccessFactors solutions for customer's easier release preparation.

Harmonized Cloud Support Portfolio and Service-Level Agreement

Under this new expansion, Concur solutions, SAP Ariba solutions and SAP Fieldglass solutions now have SAP Enterprise Support Cloud Editions as the embedded support offering. The SAP Enterprise Cloud Support Editions include aligned service levels for mission critical support. This includes corrective action plan commitments, access to SAP experts and a knowledge base for collaboration and empowerment, and a rich set of services designed for better implementation, operation and innovation. SAP Enterprise Support Cloud Editions are embedded in SAP Cloud solutions and do not come at an additional fee.

In addition, SAP's advanced expansion choice, SAP Preferred Care, is now available for these solutions. Building on the SAP Enterprise Support Cloud Editions and expands support value in the cloud with advanced service-level agreements. It provides a dedicated customer success manager and support expert as well as additional value-added support services.

Adding to this integrated support scope, SAP brings consistency to operational governance with one standardized system availability service level for all major cloud solutions. The new availability service level is at a minimum of 99.5% for all major Software-as-a-service solutions (Concur, SAP Ariba, SAP SuccessFactors, SAP Fieldglass, SAP Hybris Cloud for Customer and SAP Hybris Commerce) and 99.9 % availability for platform-as-a-service solutions (SAP HANA Cloud Platform).

Customers can get more information on SAP ONE Support and the mentioned expansions under www.sapsupport.info/onesupport.