

# Trust Initiative and SAP for Me

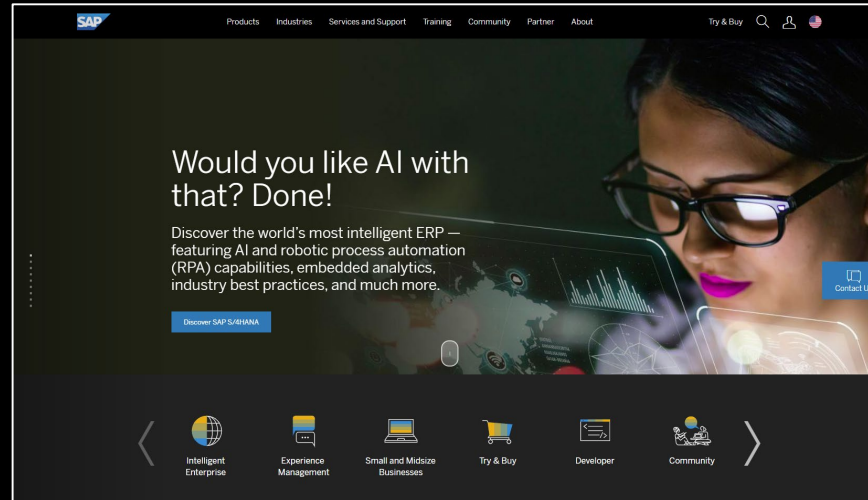
## Overview



Finalist 2019

PUBLIC

# Vision for Digital Channels at SAP

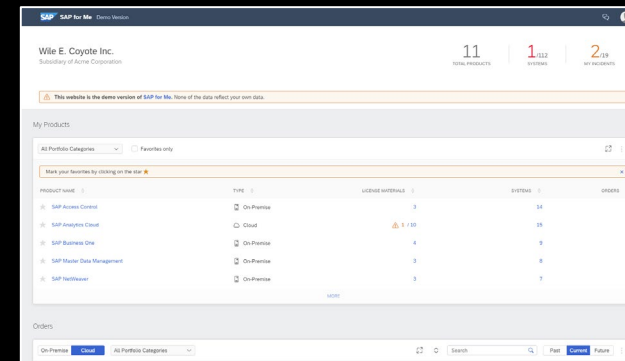
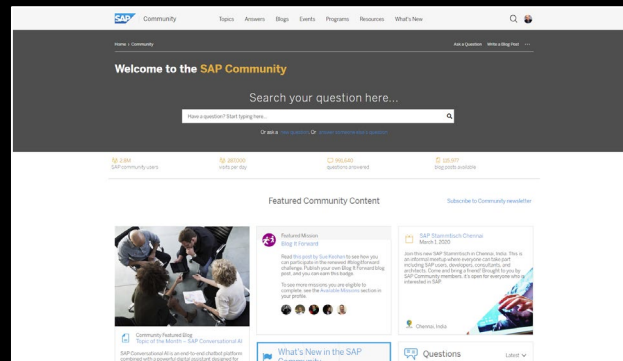


SAP.com

The  
Digital Front Door

community.sap.com

The  
Community



me.sap.com

The  
Customer Portal

# Our Scope



Decision-makers and other people engaging with SAP

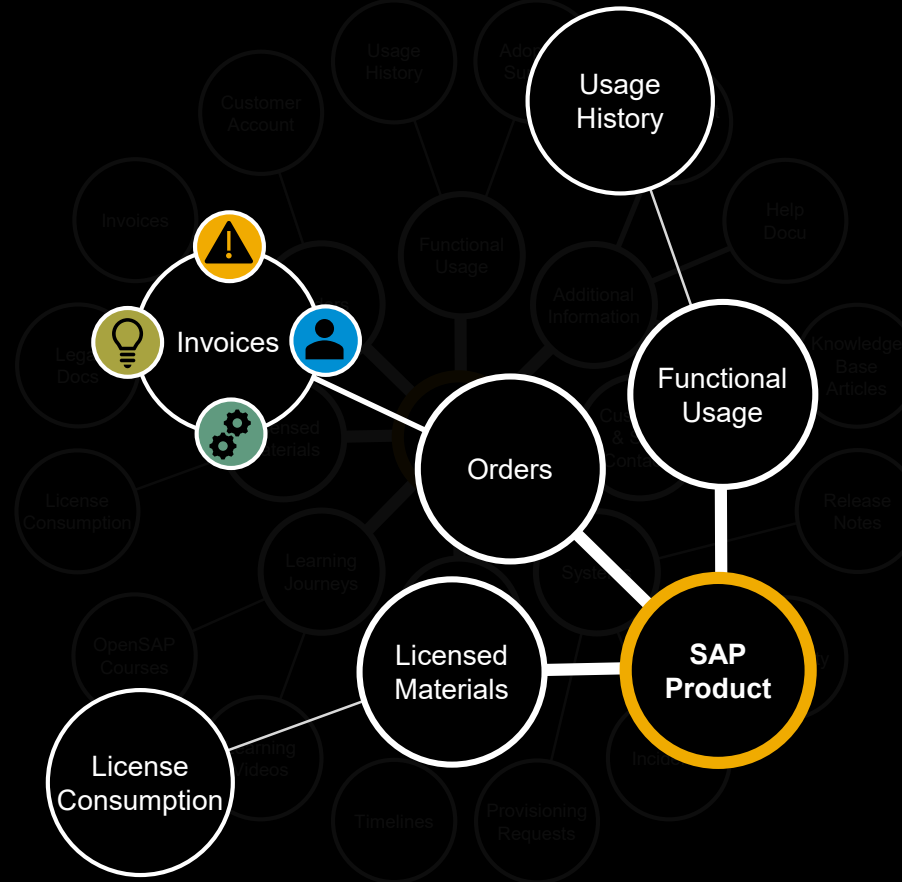
**What we do with SAP for Me – taking advantage of semantics**



**With SAP for Me**

**Without SAP for Me**

- Too many portals and tools
- No overarching picture across the SAP portfolio
- Missing transparency
- Limited self-services
- No focus on individual interests and needs



Start at **one** entry point

Personalize views based on **your** role and interests

Get transparency across **your** complete SAP Portfolio

Take action with **self-services** for your needs

Actively influence **your** products and SAP for Me

# SAP for Me Capability Areas

## Portfolio & Products

- Manage my purchased products
- Influence my purchased products



## Finance & Legal

- Manage my orders
- Manage my licenses



## Systems & Provisioning

- Manage my systems

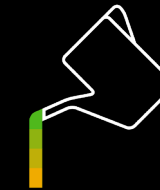


## SAP for Me



## Maintenance & Support

- Manage my incidents



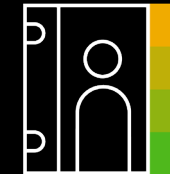
## Knowledge & Learning

- Manage my personal learning
- Manage my company's learning activities

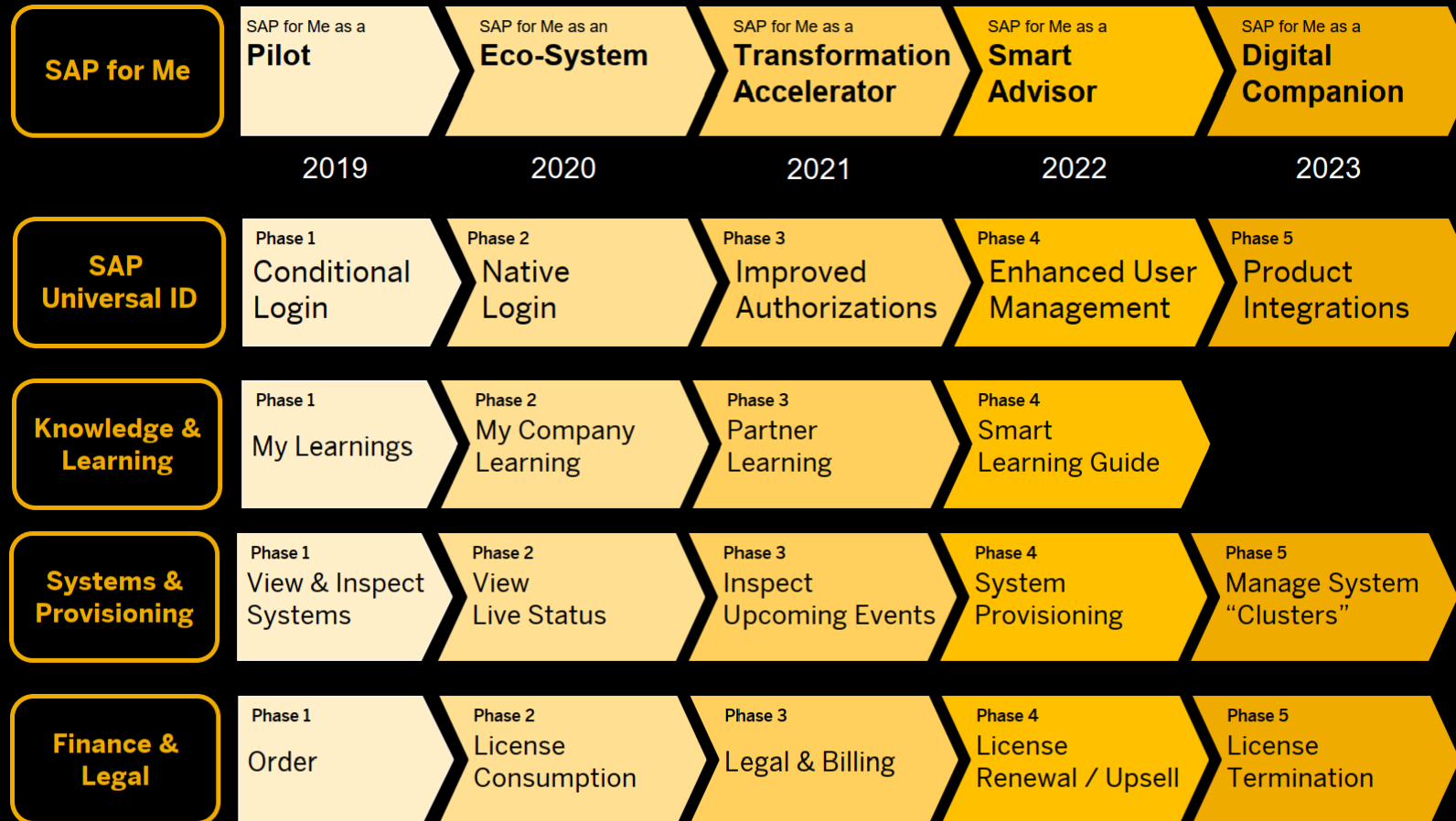


## Users & Contacts

- Manage my contacts



# SAP for Me Roadmap





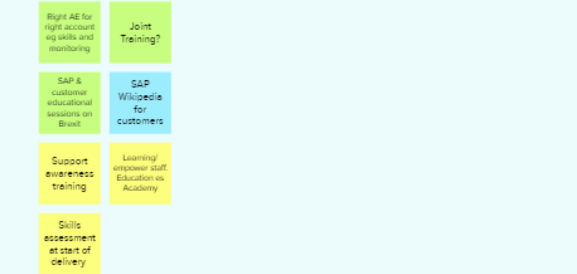
Feedback for SAP to consider	SAP for Me Contribution / Feature	Est. Availability
<ul style="list-style-type: none"> <li>Stop changing the name of products</li> </ul>	<ul style="list-style-type: none"> <li>List of changes on product names and category</li> </ul>	<ul style="list-style-type: none"> <li>Q3 / 2020</li> </ul>
<ul style="list-style-type: none"> <li>Stop changing the AE</li> <li>SAP to minimize churn, ensure handover</li> </ul>	<ul style="list-style-type: none"> <li>List of SAP contacts</li> <li>Same data foundation for customer and AE</li> </ul>	<ul style="list-style-type: none"> <li>Available</li> <li>Available / + S4M View in Q2</li> </ul>
<ul style="list-style-type: none"> <li>One Comms Channel – extend my own SAP</li> </ul>	<ul style="list-style-type: none"> <li>SAP for Me Customer Portal</li> <li>Central Communication Center</li> <li>Central Calendar</li> </ul>	<ul style="list-style-type: none"> <li>Available</li> <li>Available MVP</li> <li>Q3 for MVP</li> </ul>
<ul style="list-style-type: none"> <li>SAP to establish a comms framework using digital tools</li> </ul>	<ul style="list-style-type: none"> <li>SAP for Me Customer Portal</li> <li>Self-Services (e.g. Customer Contacts)</li> </ul>	<ul style="list-style-type: none"> <li>Available</li> <li>Available</li> </ul>
<ul style="list-style-type: none"> <li>Single collaboration tool – Single source of truth</li> <li>Single Source of truth for SAP</li> </ul>	<ul style="list-style-type: none"> <li>SAP for Me Data (e.g. Product &amp; License Data)</li> </ul>	<ul style="list-style-type: none"> <li>Available</li> </ul>
<ul style="list-style-type: none"> <li>Feedback tool – good and bad</li> </ul>	<ul style="list-style-type: none"> <li>Integration with Influence.sap.com</li> </ul>	<ul style="list-style-type: none"> <li>2020</li> </ul>
<ul style="list-style-type: none"> <li>Combine portals regardless of LoBs</li> </ul>	<ul style="list-style-type: none"> <li>Primary access points: SAP for Me / SAP.com / SAP Community</li> </ul>	<ul style="list-style-type: none"> <li>Started – Ongoing process</li> </ul>
<ul style="list-style-type: none"> <li>Tool Usability / Simplicity</li> </ul>	<ul style="list-style-type: none"> <li>SAP for Me – Semantic Network</li> <li>Mobile App (responsive design)</li> <li>Mobile App (native)</li> </ul>	<ul style="list-style-type: none"> <li>Started – Ongoing process</li> <li>Q2 MVP</li> <li>Q4 MVP</li> </ul>
<ul style="list-style-type: none"> <li>Transparency Tool</li> </ul>	<ul style="list-style-type: none"> <li>SAP for Me</li> </ul>	<ul style="list-style-type: none"> <li>Started – Ongoing process</li> </ul>
<ul style="list-style-type: none"> <li>Portal for customer landscape and capabilities</li> </ul>	<ul style="list-style-type: none"> <li>SAP for Me connection to internal customer engagement platform</li> </ul>	<ul style="list-style-type: none"> <li>2021</li> </ul>
<ul style="list-style-type: none"> <li>Portal to guide contact point</li> </ul>	<ul style="list-style-type: none"> <li>SAP Contacts (CEE, CSM)</li> <li>SAP Contacts (AE,...)</li> <li>Customer contacts</li> </ul>	<ul style="list-style-type: none"> <li>Available</li> <li>2020</li> <li>Available</li> </ul>
<ul style="list-style-type: none"> <li>Notification or role change</li> </ul>	<ul style="list-style-type: none"> <li>Customer contacts self-service</li> <li>SAP contacts</li> </ul>	<ul style="list-style-type: none"> <li>Available</li> <li>Available</li> </ul>
<ul style="list-style-type: none"> <li>SAP to improve empowerment of customer ideas</li> </ul>	<ul style="list-style-type: none"> <li>Integration with influence.sap.com</li> </ul>	<ul style="list-style-type: none"> <li>2020</li> </ul>
<ul style="list-style-type: none"> <li>Simplified license metric for all products</li> </ul>	<ul style="list-style-type: none"> <li>Different exploration perspectives on licenses and consumption</li> </ul>	<ul style="list-style-type: none"> <li>Available</li> </ul>

# Ideas for the customer to consider

## Relationship Gov



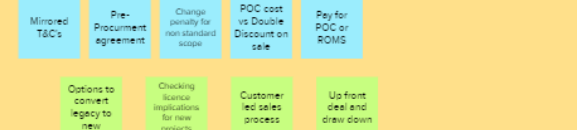
## Capabilities



## How we engage



## Commercial



## Tools



## Communication



## Outcomes



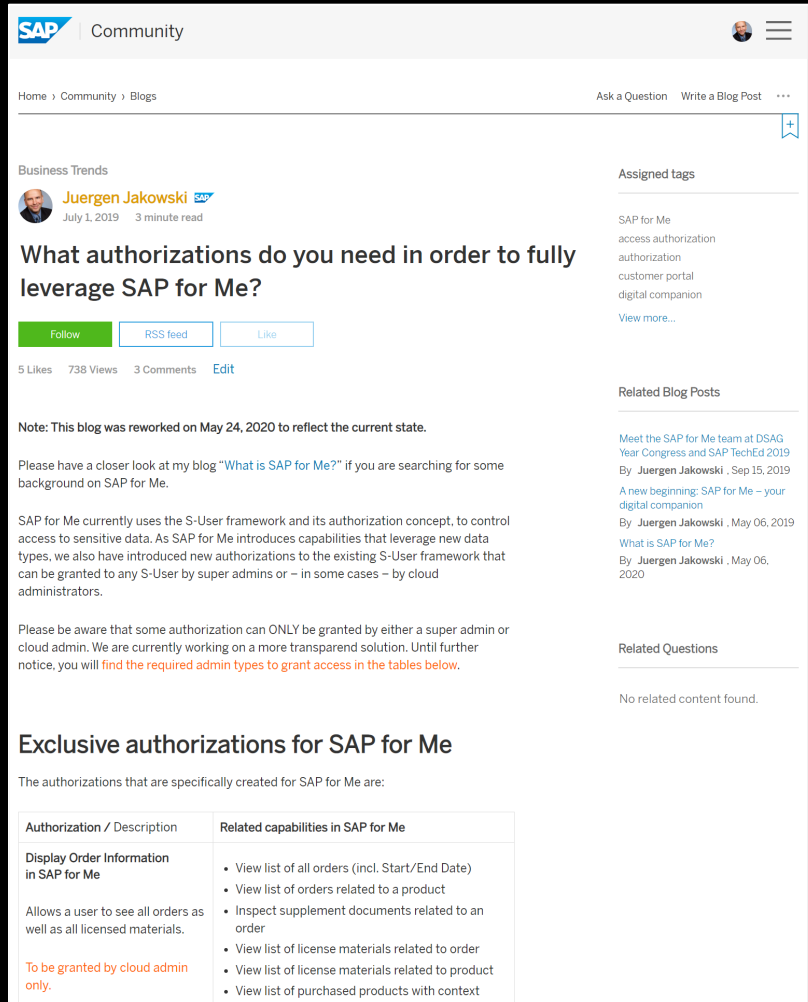
## PARKING LOT





Feedback for Customer to consider	SAP for Me Contribution / Feature	Est. Availability
<ul style="list-style-type: none"> <li>• Known indirect licencing</li> <li>• No licence Management</li> <li>• Not asking for Help</li> <li>• Changing requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Different exploration perspectives on licenses and consumption</li> </ul>	<ul style="list-style-type: none"> <li>• Available</li> </ul>
<ul style="list-style-type: none"> <li>• Who should SAP engage with</li> <li>• Lack of communication</li> <li>• Not knowing who the stakeholders are in the business</li> </ul>	<ul style="list-style-type: none"> <li>• Self Service (product contacts)</li> </ul>	<ul style="list-style-type: none"> <li>• Available</li> </ul>
<ul style="list-style-type: none"> <li>• Unclear Procurement Processes</li> <li>• Lack of decision process</li> <li>• Accounts payable issues and not resolved in timely manner</li> </ul>	<ul style="list-style-type: none"> <li>• Self Service (Process orders )</li> </ul>	<ul style="list-style-type: none"> <li>• 2021</li> </ul>
<ul style="list-style-type: none"> <li>• Preconception of SAP being only ERP</li> <li>• Not sharing strategy/ customer roadmap</li> <li>• Not knowing what you want</li> </ul>	<ul style="list-style-type: none"> <li>• Access to product roadmaps and portfolio categories</li> </ul>	<ul style="list-style-type: none"> <li>• 2020 HY2</li> </ul>
<ul style="list-style-type: none"> <li>• Lack of capability/ skills</li> <li>• No knowledge in the team</li> </ul>	<ul style="list-style-type: none"> <li>• Learning bookings/ adoption/ certifications/ documentation across company (Open SAP and Learning Hub)</li> </ul>	<ul style="list-style-type: none"> <li>• 2020 HY2</li> </ul>
<ul style="list-style-type: none"> <li>• Escalating all the time</li> <li>• Not adding business context to tickets</li> <li>• Not understanding support process</li> <li>• Not utilizing published best practices</li> <li>• Not using CIC</li> </ul>	<ul style="list-style-type: none"> <li>• Self Service (Maintenance contract details)</li> <li>• Onboard support notifications</li> <li>• Access to CIC</li> </ul>	<ul style="list-style-type: none"> <li>• 2020 HY2</li> </ul>

# Important Resources for Customers



The screenshot shows a SAP Community blog post by Juergen Jakowski. The title is "What authorizations do you need in order to fully leverage SAP for Me?". The post includes a note that it was reworked on May 24, 2020, and a table of exclusive authorizations for SAP for Me. The table lists the "Display Order Information in SAP for Me" authorization, which allows users to see all orders and materials, and lists several related capabilities such as viewing order lists, inspecting documents, and viewing license materials.

Authorization / Description	Related capabilities in SAP for Me
<b>Display Order Information in SAP for Me</b> Allows a user to see all orders as well as all licensed materials.  <b>To be granted by cloud admin only.</b>	<ul style="list-style-type: none"><li>View list of all orders (incl. Start/End Date)</li><li>View list of orders related to a product</li><li>Inspect supplement documents related to an order</li><li>View list of license materials related to order</li><li>View list of license materials related to product</li><li>View list of purchased products with context</li></ul>

## Blogs

- [What is SAP for Me?](#)
- [SAP for Me – Capability Overview](#)
- [What authorizations do you need in order to fully leverage SAP for Me?](#)

## Press Releases

- [SAP for Me Is Generally Available with Expanded Scope Enhancing the Digital Experience](#)
- [Hasso Plattner Founders' Award Finalist: Digital Companion for SAP Customers](#)
- [TechTarget news review](#)

## SAP for Me at SAP.com and SAP Community

- [SAP for Me @ SAP.com](#)
- [SAP for Me @ SAP Community](#)

## SAP for Me

- [me.sap.com](https://me.sap.com)

## SAP for Me Webinar Series

- [Part of the User Group Knowledge Transfer offerings](#)