

Please use the space below to write down your customer specific information such as customer, installation, system identification and S-User numbers

HOW TO UNLOCK ALL THE ADVANTAGES OF SAP ENTERPRISE SUPPORT

In order to truly benefit from SAP Enterprise Support and avoid issues, it is crucial that you follow these steps. You can find more detailed information by referring to the Useful Links.

1. Set up a Customer Centre of Expertise

A designated Customer Centre of Expertise (CCoE) must be in place to act as the central point of contact for interaction with the SAP Support Advisory Centre. They will certify the essential quality management functions that were implemented based on SAP Solution Manager features. Without a CCoE in place, there are restrictions around Continuous Quality Checks, Service Level Agreements and the degree to which we are able to provide Mission-Critical Support.

2. Install SAP Solution Manager Enterprise Edition

In order to benefit from remote root-cause analysis - which connects any expert to any system - it is essential that you install and use the diagnostic capabilities delivered by the SAP Solution Manager Enterprise Edition. This tool is also required for the planning, delivery and follow-up of Continuous Quality Checks. Furthermore, as your main interface it provides the integrated content, tools, and methodologies needed to implement, support, upgrade, operate and monitor your enterprise solutions. To download SAP Solution Manager Enterprise Edition and find guidance on installation and configuration, please refer to the SAP Service Marketplace.

3. Follow the Run SAP Methodology

Run SAP is a proven methodology and clear road map for the implementation and on-going management of SAP standards for end-to-end solution operations with industry-leading best practices. Run SAP consulting services, training classes, and certifications are available as additional offerings. The road map for Run SAP Methodology must be followed by your CCoE and will guide your organisation through the following five project based phases for standardising and implementing your solution operations:

- Assessment and scoping
- Design of operations
- Setup of operations
- Handover to production
- Operations and optimisation.

4. Utilise Continuous Quality Checks

With Continuous Quality Checks (CQCs), we can, for example, perform system checks (consisting of multiple sessions) that are planned around critical milestones during the solution lifecycle. These include the SAP GoingLive Check and SAP EarlyWatch Alert.

USEFUL SAP NOTES

16018	More information required on reported message
35010	Service Connections: Composite Note (Overview)
52505	Support after end of mainstream/extended maintenance
67739	Priorities of problem message
83020	What is consulting? What is support?
90835	SAP Message Escalation Procedure
505060	Extended maintenance for SAP R/3 and SAP R/3 Enterprise
560499	Global Support Customer Interaction - contact details
736045	Complaints concerning Service and Support

On the back of CQCs we will provide an action plan and recommendations for improving operations, implementations and upgrades to avoid costly oversights by:

- Identifying technical risks and where potential for optimisation lies.
- Providing guidelines for executing implementation or upgrade projects smoothly.
- Providing recommendations for improving system performance, availability, stability and data consistency.

To find out more about Continuous Quality Checks, please call the SAP Support Advisory Centre.

5. Read the SAP Enterprise Support Report

Upon request, SAP can provide your CCoE with a report that will show you how effectively you are leveraging SAP Enterprise Support with analysis of your consumption and suggestions for continual improvements. If required you can ask one of our Support Advisors to discuss the findings of the report with you.

USEFUL LINKS

Connect to SAP	http://service.sap.com/access-support
Create customer message	http://service.sap.com/message
Customer Centre of Expertise	http://service.sap.com/coe
Data Administration	http://service.sap.com/system-data
E2E Solution Operations	http://service.sap.com/e2e
Run SAP Methodology	http://service.sap.com/runsap
SAP Developer Network	http://sdn.sap.com
SAP Enterprise Support	http://service.sap.com/enterprisesupport
SAP Notes Search	http://service.sap.com/notes
SAP Solution Manager Enterprise Edition	http://service.sap.com/enterpriseedition
SAP Standards for Solution Operations	http://service.sap.com/supportstandards
Service Marketplace	http://service.sap.com
Download Centre	http://service.sap.com/swdc
Support Offerings	http://service.sap.com/supportofferings
Support Portal	http://service.sap.com/support

HOT TIP

Check out the HotNews, TopNotes and SideEffects functionality, E2E trainings, Maintenance Optimizer, Service Connection Opener and Notes subscription in the SAP Service Marketplace & SAP Solution Manager in order to be pro-actively informed about known issues that might affect your solution.

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SAP® ENTERPRISE SUPPORT REFERENCE GUIDE

HOW TO ENGAGE WITH SAP ENTERPRISE SUPPORT AND UNLOCK ALL THE ADVANTAGES



SAP ENTERPRISE SUPPORT

The goal of SAP® Enterprise Support is to aid you with the holistic management of your IT landscape over the lifecycle of your applications. Spanning your end-to-end business processes it encompasses all categories of developments: standard SAP software, custom development and partner solutions.

Underpinned by the Run SAP Methodology, SAP Enterprise Support helps you deploy and manage software innovations while reducing costs and risks to protect your IT investments. Combined with Mission-Critical Support and the knowledge in the Global Support Backbone, you gain assistance in running your business operations securely, with minimal interruption.

On the back page you will find links to detailed information on everything contained in this guide.

HOW TO USE THE GLOBAL SUPPORT BACKBONE TO RESOLVE ISSUES

Most issues can be resolved by accessing the wealth of information contained in the Global Support Backbone which includes the SAP Service Marketplace extranet that will link you to our entire service and support infrastructure including the SAP Help portal and SAP Notes Knowledge Database, as well as your self maintained knowledge base in the SAP Solution Manager Enterprise Edition. You can also seek advice on resolving issues from online communities of SAP Developers, Analysts, Consultants, Integrators and Administrators by accessing the SAP Developer Network and the SAP Business Process Expert portals.

HOW TO ENGAGE MISSION-CRITICAL SUPPORT TO RESOLVE ISSUES

If you are unable to resolve an issue through the SAP Notes Knowledge Database, you need to create a message that we can act on via your SAP Solution Manager, or the SAP Support Portal at <http://service.sap.com/message>.

When creating a message

In order for us to deal with your issue quickly and efficiently, it is imperative that you:

- Provide your direct contact details (land-line, mobile and email).
- Include the steps that produced the issue.
- Assign the correct priority for the message as per the classifications overleaf.
- Document the Business Impact as per overleaf.
- Enter deadline(s) if relevant.
- List the Component Area - be as specific as possible.



CONTACT THE SAP SUPPORT ADVISORY CENTRE

call: +30 210 9473 890
email: support.emea@sap.com
visit: <http://service.sap.com>

- List version/support pack of ALL relevant software.
- When requested: Provide remote login information in the secure area. Ensure validity date of the User ID and Password will span the number of days required. Please refer to <http://service.sap.com/access-support>
- Include all the actions you have already taken to resolve the issue, including any SAP Notes which you may have applied or discounted.

Messages can be changed and additional information can be sent to or requested by SAP via the Service Marketplace, or by calling the SAP Support Advisory Centre.

What to expect when you've submitted a message

Providing that you have maintained all your contact details under MyProfile in SAP Support Portal, you will be notified by email and SMS when the status of your messages has changed and you need to take action. You can also monitor the message for updates in the SAP Support Portal. Do this more frequently for 'Very High' and 'High' priority messages, respond quickly to all requests for supporting information, and send the message back to SAP after each update.

For Very High messages the SAP Support Advisory Centre will provide an initial response within one hour, with a fix, work-around or action plan within an additional four hours. For High messages, we will provide an initial response within four hours. Please note the following:

- If the message is in 'Customer Action' status, SAP is waiting for a response.
- If the message remains in 'Customer Action' status for a long period of time, it will be closed down automatically in line with the following: Very High in 14 days. High in 21 days. Medium and Low in 45 days.
- If the message has the status 'Customer Action' its priority can be changed directly in the message. Alternately, you can ask the SAP Support Advisory Centre to change the priority of a message.

Message priority classifications

Very High:	Serious business impact due to, for example, a production down or delays to a planned production start-up or upgrade.
High:	Normal business transactions are seriously affected and necessary tasks cannot be performed.
Medium:	Affects normal business transactions. The problem is caused by incorrect or inoperable functions in the SAP system.
Low:	The problem has negligible or no effect on normal business transactions.

Please refer to SAP Note 67739 for more message classification information.

How to define the Business Impact

When entering a Very High message, or escalating a High message, you must include an explanation of the business impact by answering the following questions:

1. Is the problem in a productive, test or development system?
 - If it is in a test or development system, when are you planning to Go Live?
 - Will it impact on another project's Go Live schedule?
2. What impact does your problem have on your business?
 - Financial impact: What is the amount of revenue which will be lost?
 - Process impact: What business processes are affected?
 - Are systems down or delayed? If delayed, by how long?
3. Do you have a work-around? If so, how effective is it proving?
4. How many users are impacted?
5. Is someone available 24x7 as a point of contact for this message?

This is important because the message may require us to provide information to SAP resources working outside normal hours of business. Please refer to SAP Note 90835 for additional Business Impact information.

Engaging the SAP Support Advisory Centre

From the moment you submit a message, you are engaging our highly skilled team of Support Advisors in the SAP Support Advisory Centre who will act as your main point of contact for mission-critical support issues. In turn they will liaise with the SAP resources necessary to resolve your issue.

The team can also be contacted 24x7 to provide you with a status report on your message as well as update, accelerate and act as an escalation agent. You can talk to one of our Support Advisors by calling the Support Advisory Centre - please ensure you have the message number and Business Impact details to hand.

What you need to do when an issue has been resolved

Once an issue has been resolved, please confirm the message at your earliest convenience. Your feedback is extremely valuable in order for SAP to improve its service to you. Please complete the Call Closure Questionnaire as we use this information to refine and adapt our message solving process. In this way you can directly influence our support service and help us to improve it. If for any reason you are not satisfied with the way we handle your issue, please provide us with feedback in line with SAP Note 736045.