



The 2024 SAP Ecosystem in a Nutshell

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INTRODUCTION

As part of its platform strategy, SAP has built and continues to grow an open ecosystem to drive adoption of enterprise service-oriented architecture; foster co-innovation between SAP, customers and partners; and deliver value for all participants. Leveraging deep industry knowledge, a diverse community of partners and SAP S/4 HANA as a platform for product and service innovation, SAP and its ecosystem are driving new dimensions of collaboration – turning breakthrough ideas into innovative solutions for customers.

Members of the highly interactive ecosystem—customers, partners and system integrators, developers, industry experts, and SAP—collaborate through a variety of communities and programs, including the SAP Community, SAP PartnerEdge and other channels.

This document is a brief and comprehensive overview of the wide range of services offered either by SAP or by a partner, plus valuable information regarding running SAP solutions.

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GENERAL INFORMATION

1. Contact SAP

In case you just want to get in contact with SAP, simply use the "[Contact Us](#)" form on the SAP website.

2. Your Account Executive

Your Account Executive (AE) is your central contact into SAP, able to channel any inquiry you might have. In case you are not sure who your AE is, just call the corresponding [subsidiary](#) and ask for your account manager.

3. Customer Interaction Center

The [Customer Interaction Center](#) (CIC) is one of the interfaces between customers and the SAP Support organization. It is available 24 hours a day, seven days a week, 365 days a year, and provides a central point of contact for assistance with non-technical queries.

4. Support Hotlines

SAP provides 24x7 Support Hotlines for any inquiry related to a customer incident or a remote service provided by SAP Support. Please find the [SAP Local Support Centers](#) Hotlines or see [SAP Note 560499](#).

COMMUNITY FORUMS AND SOCIAL MEDIA

5. Community

Connect and engage with our [community](#) to get answers, discuss best practices, and continually learn more about SAP solutions

6. User Groups

Connect with SAP customers and industry and technology experts from SAP and our partners [SAP User Groups](#). Supported by the Global User Groups organization, these independent, not-for-profit groups educate members, facilitate customer involvement, and influence SAP strategy by:

- Enabling SAP and SAP users to exchange information of mutual interest and value
- Giving SAP users an opportunity to share experiences, knowledge, and ideas
- Providing SAP with user feedback in all technical and functional areas of interest

7. Social Media

SAP Product Support maintains several social media channels which broadcast the latest news and information about the SAP products. The content is provided proactively by our SAP software experts and by experienced users from our vast ecosystem. These channels are also an opportunity to interact with customers in a more dynamic way.

Twitter: [SAPSupportHelp](#)

Youtube: [SAP Services and Support](#)

IMPORTANT SOURCES OF INFORMATION

8. SAP.com

The [SAP website](#) is the main entrance to the world of SAP. Here you will find general information about SAP products and services, including links to SAP Partners, SAP Communities, SAP Solutions & Industries, and individual SAP Country Sites.

9. Support Portal

The [SAP Support Portal](#) provides quick-and-easy online access to the tools, information, and assistance you need to keep your SAP software running smoothly. Here is where you can get the most up-to-date information about SAP Support.

Under Get Started With Support> Outlined here are the communication channels, Next-Generation Support tools and support resources available to you whenever you need our assistance.

10. Help Portal

The [SAP Help Portal](#) provides web-based documentation for all SAP Solutions. This enables you to search the online library for the right information where and when you need it. In addition, you find release notes that list changes from one version to the other.

11. Enterprise Support Academy

[SAP Enterprise Support Academy](#) We help you build the skills that drive innovation!

Expert guidance and high-knowledge transfer services that help you to transform into an intelligent enterprise and be successful with your SAP solutions. At no additional cost.

[SAP Enterprise Support Value Maps](#) Driving innovation? Implementing and operating SAP solutions? Optimizing your solution?

SAP Enterprise Support value maps is your gateway to guided enablement. Our structured learning content elevates expertise for efficient skill development in evolving technologies.

12. Training & Education

Achieve business transformation and grow your career

Via [training and education](#) you can access a broad portfolio of self-paced and premium learning opportunities that meet you when, where, and how you learn best.

13. Consulting Services

With SAP Consulting as your valued business partner, you benefit from our SAP skills, experience and the close working relationship with SAP development, as well as our extensive partner network. For more information about SAP Consulting Services, please contact your Account Executive(See section 2). Please also consider SAP Certified Partners (see section 14), when thinking about consulting services.

14. Partners

SAP has a well-established network of Certified Partners whom provide worldwide support for every facet of an SAP implementation. This comprehensive coverage enables our customers to work with companies whose reach spans the globe, as well as companies that provide local or regional support and services. Find out how to get in contact with SAP certified partners in the [SAP Partner Portal](#).

15. Newsletters

The [SAP Upgrade & Innovations Newsletter](#) is a bi-monthly publication designed to help you stay up to date with the latest information and insight related to SAP Business Suite application upgrades, SAP innovations, support and maintenance information and related SAP offerings.

16. Integration and Certification of Software Solutions

SAP has established [SAP Integration and Certification Centers](#) (SAP ICC) around the globe to support services around third-party software integration into SAP. SAP offers integration and certification services, such as an interface certification program, consulting, and access to test systems.

DETAILED INFORMATION FOR SAP SOLUTIONS

17. Solutions

With its [Solutions](#), SAP provides a comprehensive range of enterprise software applications and business solutions to empower every aspect of your business. For personalized attention, contact the Solution Management Organization of your [SAP Sales Office](#).

18. Best Practices

SAP Best Practices Explorer: Our web channel experience to search, browse, and consume SAP Best Practices solutions with full access to implementation assets. Check out the [SAP Best Practices](#) on the SAP Help Portal.

19. SAP Industry Solutions

Our industry solutions are helping solve complex business challenges and digitally transforming companies worldwide. See more at [SAP Industry Solutions](#).

20. Product Availability Matrix

The [Product Availability Matrix](#) (PAM) is where you can find details about SAP software product versions, including availability and end of maintenance dates, upgrade paths, and technical release information (database platforms, Java platforms, operating systems, and so on).

21. Globalization and Localization

SAP software delivers a global-ready, local experience, and enables compliance with a country's local regulations by connecting core end-to-end business processes.

- Local: Global and local processes are integrated, leading to a sustainable business outcome.
- Compliant: Regulatory compliance for tasks such as tax, statutory reporting, and business-to-government interactions.
- Everywhere: Geographic coverage in more than 130 countries with more than 1000 local versions in over 40 languages.

Check out the [SAP Globalization Overview](#), or in case you cannot find the answer for your specific inquiry, please find and post your question in the [SAP Localization and Country-Specific Collaboration Groups](#). The SAP User Groups also provide very useful information for localization inquiries. For more information, see the SAP User Groups section of this document.

22. Hardware Sizing

To do a sizing in order to determine your infrastructure requirements, start with the [SAP Quick Sizer Tool](#). The Quick Sizer is a Web-based tool designed to make the sizing of SAP Business Suite easier and faster. It has been developed by SAP in close cooperation with all platform partners and is free of cost. Sizing is a process that continuously brings together customers, hardware vendors and SAP, so that, for example, direct links to SAP hardware vendors and [technology partners](#) facilitate the tendering procedure. If convenient, SAP or a Partner Consultant can help you with decision finding (see items 10 and 11 of this document). More information is available on the [SAP Sizing](#) info page. Documentation about benchmarks with SAP software is published on the [SAP Benchmark](#) page.

23. Security

At SAP, whose customers include the world's largest corporations, security has always been an important element for the complete product life cycle, including all product development, planning, and quality-assurance. The [SAP Security page](#) contains specific information for our customers, including the SAP Security Guidelines

and Security Notes. Find more information, or discuss topics with other Security experts on the [Security Community](#)

RUNNING SAP SOLUTIONS

24. Contracts Department

It is always recommended to keep your systems' data updated with SAP. To check and maintain SAP data for your existing systems, access the [System Data](#) site. For more complex issues related to your contract, your installations, end-user licenses, etc., you may contact the SAP Contracts Department. Contact your [SAP Sales Office](#), and ask for the contract department.

25. License Keys

In order to prevent unauthorized use of SAP software, all SAP systems can only be operated in conjunction with a license key, which is assigned by SAP. Most SAP products can be used for a limited time without a permanent license key. Please refer to SAP for a permanent license key as soon as possible after installing the SAP System. License keys for SAP Business Suite and SAP BusinessObjects products are delivered via email, from one hour to three days after you submit the request. License keys for Sybase products are generated in the portal and can be downloaded immediately. To request a License key, visit the [License Key page on the Support Portal](#).

Most of the online requests entered at the SAP License Keys site for SAP Business Suite are processed automatically, so that you will receive the license key in a short time.

26. Registration of Software Modification

The [SAP Software Change Registration](#) (SSCR) is a procedure which registers all manual changes to SAP sources and SAP Dictionary objects. With this procedure, the availability and reliability of productive R/3 installations is further improved.

27. Ordering and Downloading Software

The [SAP Software Download Center](#) is the central location to download your company's SAP software. You can download the SAP products that are associated with your S-user ID. Downloading files requires the Software Download authorization; to request it, [contact a user administrator in your company](#).

28. Support Packages, Stacks, and Schedules

SAP delivers various types of program corrections with Support Packages as part of the software maintenance. SAP regularly publishes Support Packages for various types of program corrections and updates both for ABAP and for Java. Support Packages automatically correct a whole range of errors by installing corrections into the SAP System.

The SP Stacks are sets of Support Packages and patches for the respective product version that must be used in the given combination. SAP strongly recommends regular application of these SP Stacks, at least once a year as otherwise - due to technical reasons and correction dependencies - not all corrections can be implemented. The technology for applying Support Packages and patches will not change. SP Stacks should be seen as an entity in themselves – customers must heed the minimum requirements and dependencies between individual components, apply the Support Packages and patches specified in the SP Stack together.

To find and download Support Packages , SP stacks, or for more information go to the [SAP Software Download Center](#).

You can find the SP stacks release dates in the [Schedules of Support Package Stacks](#) document.

29. Documentation

The [SAP Documentation](#) site provides comprehensive technical documentation (e.g. Master Guides, installation and upgrade guides) for various products.

30. Release Strategy

SAP release strategy determines the availability of new SAP releases, the length and conditions of their maintenance, and the dependencies among individual releases. It provides planning reliability for your implementation and upgrade projects as well as for optimal use of SAP applications and the SAP Netweaver platform. You can find more on the [SAP Release Strategy](#) info page.

31. Release Notes

A release note is a brief explanation of new features or changes to the system since the last software release. A release note typically describes a new function or an existing function that has been enhanced or changed. It may, however, also describe a function that has been deleted or describe user interface changes, terminology changes, or changes to the structure of the Implementation Guide (IMG). Within the SAP BusinessObjects portfolio, release notes may refer to late-breaking news and known issues. When planning an upgrade to a newer release of SAP software, it is very important to take into account the relevant release notes. Go to the [SAP Release Notes](#) info page for further details.

32. Upgrades

Change and improvement are integral parts of today's business environment. SAP is committed to support you in continuously improving your existing SAP solution:

- To meet the latest market requirements and flexibly adapt your business
- To use the latest technologies available in the IT market
- To achieve company-specific targets to reduce total cost of ownership (TCO) for the existing IT infrastructure

SAP offers tailored services, tools and content to analyze the value proposition and challenges of an upgrade project and to facilitate and safeguard the project execution. Planning is also a very important step before an upgrade. You can find this and more details at the [SAP Upgrades](#) info page and by subscribing to the [SAP Upgrade Newsletter](#).

33. SAP Advisory Services

A leading combination of business, industry, and technology skills to get your business ahead.

The SAP Advisory Services portfolio shows your business what's possible with digital transformation.

Optimise your business and encourage innovation with help from SAP Advisory Services

SAP Advisory Services can support your business across the entire innovation lifecycle by sharing our unique combination of business, industry, and SAP skills using a standardised approach and by using proven tools, accelerators, and methodologies. For more information, visit: [SAP IBSO](#).

34. Information Lifecycle Management and Data Archiving

Streamline your IT infrastructure and protect the privacy rights of your consumer data with the SAP Information Lifecycle Management (SAP ILM) component. You can automate data archiving and retention, as well as the decommissioning of legacy systems, while balancing the total cost of ownership, risk, and legal compliance.

- On-premise deployment
- Data creation, usage, storage, and destruction
- Reduction of IT landscape growth and complexity

Data archiving and management

- Manage data volumes while keeping business context completely intact
- Move outdated data securely into long-term, less-expensive storage
- Provide convenient access to archived data

Access to a wealth of data at a lower cost [SAP ILM and Data Archiving](#) info page.

35. Performance and Tuning

In today's economy a wide variety of business scenarios make many different demands on the performance of software with a different aspect of what is perceived as good performance for each scenario.

Performance can be considered both from a system point of view and a user point of view. While system administrators are interested in achieving required system throughput within a given IT budget, end users demand a reasonable response time when interacting with software systems. Acceptable response times are related to the content of the business process. These challenges are relevant for custom application development projects as well.

The [SAP Performance](#) info page for documentation that can help you to overcome problems.

36. Early Adopter Programs

SAP offers innovation adopter services to help you jump start your projects with SAP's latest products and solutions. For detailed information on SAP Beta programs, Early Adopter Care and Early Knowledge Transfer visit our [Get Involved Early](#) page.

37. Influence Programs

Learn how our Customer Influence programs allow you to influence and adopt SAP innovations throughout the product lifecycle, and explore current projects for each program. For more information, check out the [SAP Influence Programs](#) info page.

SAP SERVICE AND SUPPORT

38. Service and Support

At SAP, we put your success at the center of everything we do. The services and support offerings outlined here provide a holistic experience across your organization's unique digital journey. They complement your existing SAP service partner engagements and help you build your team's skills as well as deploy your SAP solutions. They're designed to help you continually innovate with those solutions – delivering the speed, flexibility, and results you need right from the start and for years to come.

So, no matter what your company's goals and challenges are, you'll find an offering to help get your solution up, running, and delivering the value you need to bring out the best in your business.

More information [SAP Services and Support page](#).

39. Software Maintenance

The SAP maintenance strategy describes the length and conditions of maintenance for SAP software releases. On the [SAP Software Maintenance](#) info page, you can find all the necessary details about timelines, and also any news in this area. You can also refer also to the [SAP Release Strategy](#) for detailed information.

40. SAP Cloud Application Services

Optimize your business and encourage innovation with help from SAP Advisory Services

SAP Cloud Application Services offerings help run and manage your private cloud solutions from SAP, so you can focus on what you do best.

- Manage applications across SAP cloud solutions, including hyperscaler, hybrid, and multi-cloud scenarios
- Boost the efficiency of IT operations by safeguarding and optimizing critical business processes
- Run on simpler processes and innovate quickly by taking new ideas to market faster.

For further information please see [SAP Cloud Application Services page](#).

41. Solution Manager

SAP Solution Manager offers end-to-end application lifecycle management to streamline business processes and proactively address improvement options, increasing efficiency and decreasing risk within your existing maintenance agreement. Find detailed information on the [SAP Solution Manager](#) info page, [SAP Note 607853](#)

42. SAP Cloud ALM

[SAP Cloud ALM](#) helps you to implement and operate intelligent cloud and hybrid business solutions.

You benefit from an out-of-the-box, native cloud solution, designed as the central entry point to manage your SAP landscape with content-driven guided implementation and highly automated operations.

SAP Cloud ALM is included in your cloud subscription containing Enterprise Support, cloud edition and in SAP Enterprise Support.

43. EarlyWatch Alert

[SAP EarlyWatch Alerts](#) is an automatic service monitoring the essential administrative areas of an SAP system. Alerts indicate critical situations and give solutions to improve performance and stability. It is processed in SAP Solution Manager and it is from there that you activate it and read the weekly reports. To activate the SAP EarlyWatch Alerts, simply follow the instructions given in the [SAP Solution Manager Online Help](#).

44. SAP Support

Find more information about our logged in experience to SAP Support, [SAP for Me](#), more information on the **communication channels**, **Real-Time Support tools**, AI-powered services and support resources available to you, whenever you need our assistance. To speed up the processing of an existing incident see '[Speed up Processing a Customer Incident](#)' or [SAP Note 984434](#).

45. Support Offerings

SAP Support is committed to ensuring that your core business processes are always available and running at peak efficiency. For details about the benefits and capabilities of SAP Support, check out the [SAP Support Offerings](#) info page.

Get the support you need to efficiently implement and operate your SAP solutions – and take advantage of new technologies. We offer a range of support services, from foundation level to strategic engagement and co-innovation. Choose the support level that makes most sense for your business. [Find out more about SAP Support](#). In addition, a series of [More Support Offerings](#) helps you to optimize performance and reliability of your SAP solutions.

46. Remote Supportability

Would you like to have your incidents resolved quicker? Set up [Remote Access](#) so that SAP Support can quickly diagnose and solve incidents you report, without needing to be at your desk or on the phone. Allow SAP support engineers remote access to your systems, so they can troubleshoot your issues faster.

47. Knowledge Base

A wealth of online information available at your fingertips. The [SAP Support Knowledge Base Search](#) allows you to search a variety of repositories; including SAP Notes, SAP Knowledge Base Articles (KBAs), SAP Community content, and more.

In the [SAP Notes Search](#) site, you have access to the complete solution database of SAP Support. You can find information about known errors in software licensed by SAP, and how they can be solved. In addition, Knowledge Base Articles (KBA), consulting notes and FAQ notes help with common issues that are not related to software errors.

[SAP Solution Search](#) enables you to find SAP Notes & KBAs, SAP Community results, SAP SuccessFactors community results, and SAP Sybase Solved Cases.

[SAP Expert Search](#) searches by additional criteria such as application component, system, release dates, software component, version, and priority.

[Incident Solution Matching \(ISM\)](#)

See how incident solution matching from SAP automatically proposes solutions based on incident data thanks to machine learning capabilities enabled by artificial intelligence.

48. Guided Answers

[Guided Answers](#) is an application which helps you troubleshoot and find solutions to your technical problems using a step-by-step guide. SAP experts document exact steps for analyzing issues and make that available to you. Guided Answers will grow over time as our products change, and accommodate new solutions and troubleshooting scenarios.

49. Support Assistant

See how [Support Assistant](#) helps you to create interaction with SAP Support quickly and easily, helping you to ensure it's delivered to the correct experts in the corresponding product area.

[2911451 - What is the Support Assistant feature and how do I use it to solve my issues faster?](#)

[2836020 - Which products are available for the Support Assistant within the SAP ONE Support Launchpad - Incident Form?](#)

50. Schedule an Expert

Similar to booking a doctor's appointment, [Schedule an Expert](#) lets you control when you speak with a support expert, and what you talk about in a live, one-to-one 30-minute call. Discuss issues that you'd normally file in an incident or open in Expert Chat – only, with Schedule an Expert, you pick the time that works for you. Please

Note: There is a minimum 3-day booking lead time to allow engineers to prepare for the appointment.

51. Expert Chat

The [Expert Chat](#) support channel is best suited for new* [Medium or High priority](#) issues.

Expert Chat provides:

- Real-time support from an SAP Product Support Expert
- Ability to screen share
- Quicker resolution as compared to an incident created in the Launchpad

See [SAP Knowledge Base Article 2213344](#) for detailed steps on how to get started.

52. Schedule a Manager

The [Schedule a Manager](#) channel, allows you to book a 15-minute call on your high priority incident with an SAP Product Support manager from the corresponding area, with a 2 hour lead time.

53. Ask an Expert Peer

To meet your changing needs, SAP Support is exploring additional options for delivering support. [Ask an Expert Peer](#) is a new support channel available for SAP SuccessFactors products.

Ask an Expert Peer is designed to deliver fast issue resolution for for basic inquiries and low to medium priority incidents. Start collaborating on your technical, product-related questions via one-on-one sessions with a certified expert outside of SAP. You will benefit from industry insights, along with an experienced perspective about your questions.