Customer Center of Expertise (Customer COE)

Incident Quality Peer Benchmarking and Recommendations

Customer Center of Expertise Program
Customer Success
May 2020

Public
Disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP’s strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this document, except if such damages were caused by SAP’s willful misconduct or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.
Agenda

✓ Introduction to the Customer COE Incident Quality Benchmark
✓ How to use the dashboard
✓ Available benchmark views
   ➢ Fulfillment Rate - Trend Analysis
   ➢ Process Quality
   ➢ Error Categorization
   ➢ Priority Distribution
✓ Summary
Customer COE Incident Quality Benchmark - Introduction

Customer COE should be aware about current rules, processes and responsibilities to collaborate with SAP Support.

The Customer COE Incident Quality Dashboard gives an at-a-glance overview of quality-related key figures for confirmed incidents.

The redesigned application offers Peer Benchmark information on SAP Incident Processing efficiency and quality.
Customer COE Incident Quality Benchmark - Introduction

The Incident Quality Peer Benchmark provides insights on the overall SAP Incident Processing quality and efficiency of the Customer COE’s organization, compared to all SAP customers.

The following slides
✓ explain how to read the results of the Customer COE Incident Quality Benchmark
✓ give recommendations as starting point for improvement on SAP Incident Processing.
Introduction / How to use the Dashboard

The Customer COE Incident Quality Peer Benchmark information is offered for the tiles

✓ Fulfillment Rate
✓ Process Quality
✓ Error Categorization
✓ Priority Distribution

In these sections the Peer Benchmark information will be displayed via the button “Show Peer Benchmark”.

By mouse over the bars in the benchmark chart, the figures are shown.

SAP Early Watch Alert coverage:
The Customer COE EWA Benchmark is included in the Customer COE Certification Service Report. The Service Report will be sent to Customer COE after successfully passed the certification audit.
Customer COE Fulfillment Rate – Trend Analysis

In the section Customer COE Fulfillment Rate, the fulfillment rate’s change over time compared to peer group is measured and displayed as trend analysis.

Time frame can be freely selected from the table.

If you have a lower Customer COE Fulfillment Rate than Peer Group, a lack of knowledge could be a reason.

We invite you to our Customer COE Knowledge Transfer Sessions, with the focus on incident management.

Please see section “Service & Support Webinars”
Customer COE Process Quality

The section **Process Quality** Customer’s incidents were evaluated in three different views:

- **Documented:** assigned error category “known bugs”
- **Duration:** Average Processing Time at customer and at SAP
- **Confirmation Status:** automatically & manually confirmed incidents
Customer COE Process Quality – Documented “Known bugs”

SAP provides a variety of repositories; including SAP Notes, SAP Knowledge Base Articles (KBAs), SAP Community content, and more for searching a Solution for technical problems.

SAP Knowledge Base Search, found in the SAP ONE Support Launchpad, allows you to search for a solution. The view Documented shows the percentage of incidents where SAP Support states, there was a solution documentation available, which could be found by Customer COE to solve the technical issue.

For a higher percentage compared to the Peer Group a lack of knowledge could be a reason.

How to use the Knowledge Base Search please see the Customer COE Incident ebook and/or the Customer COE Knowledge Transfer Sessions.
Customer COE Process Quality - Duration

The view Duration displays the average processing time of an incident at SAP and at customer.

✓ **Average days at SAP** with the incident status "sent to SAP", "in processing by SAP", "translation", or "partner action"

✓ **Average days at customer** with incident status "customer action", "in process by customer", or "SAP proposed solution"

A higher runtime at customer compared to peer group evaluate

✓ the best practices in incident processing, e.g. automated alerting for priority “very high” incidents

✓ the testing and processing guidelines for priority “high” incidents in your landscape
Customer COE Process Quality – Confirmation Status

It is important that all solved incidents are confirmed manually. This provides SAP Support feedback that the addressed problem was solved by the proposed solution.

The view **Confirmation Status** displays the percentage of automatically and manually confirmed incidents compared to all SAP customers.

After a certain period of time all incidents with the status "customer action" or "SAP proposed solution" are automatically confirmed.
Customer COE Error Categorization – How-to Request

*How-to-request* is an error category for incidents which contain general questions, information about the product or functionality.

Compared to the Peer Group a higher percentage of incidents with assigned error category “How-to-Request” could be an indicator for a lack of knowledge.

We invite you to our Customer COE Knowledge Transfer Section, where a variety of sessions to different topics are offered for Customer COEs.
KPI Priority Distribution

In the section **Priority Distribution**, the customer’s incident priority compared to the peer group is displayed.

Higher percentage of “Very High” incidents compared to the Peer Group:
- the root cause of single issues should be evaluated
- potential proactive activities analyzed

Higher percentage of “High” incidents:
- the correct usage of SAP incident prioritization should be evaluated
Summary

One of the most important areas of the Customer COE responsibility is the SAP Incident Management. To ensure a fast and problem solving assistance a Customer COE should be aware about current rules, processes and responsibilities to collaborate with SAP Support.

To help the business quickly return to work it is essential that submitted customer incidents already have all necessary information ready, reasonable priority assigned in order to prevent any further delays.

The Customer COE Incident Quality Benchmark shall give some insight on the overall SAP Incident Processing of the Customer COE’s organization, compared to all SAP customers.

The Customer COE Incident Quality Benchmark is subject of continuous development and may be changed, enhanced regularly. Changes will be documented in this presentation.

For any feedback or questions, please do not hesitate to send a feedback to coe.program@sap.com
Thank You!

Customer COE Program
SAP Customer Success

https://support.sap.com/ccoe

COE.Program@sap.com