Customer Center of Expertise (Customer COE)
CCOE KPI Benchmarking - Explanation and Recommendations

Customer Center of Expertise Program – Digital Business Services
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Public
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Agenda

✓ Overview and Introduction to the KPI Benchmarking
✓ Comparison / Peer Group
✓ KPI Priority Distribution
✓ KPI Process Quality
✓ KPI Runtime at Customer
✓ EWA Coverage
✓ SAP Incidents per prod. System
✓ Summary
Overview and Introduction to KPI Benchmarking

With the new Customer COE Primary Certification, SAP introduced a KPI Benchmarking on SAP Message Processing Efficiency and Quality.

The KPI Benchmarking is automatically provided by SAP via the Primary CCOE Certification report after the certification results have been posted on the SAP Service Marketplace.

The following slides explain how to read the results and give additional information on the KPI Benchmarking and recommendations, SAP would like to give as a starting point for improvement on SAP Message processing.
Comparison / Peer Group

First part of the KPI Benchmarking summarizes the comparison values. The customer number, that applied for the Primary Customer COE certification, the maintained Industry Code in the SAP database.

The region, where the customer number applied the CCOE certification and the comparison of the customer’s maintenance contract (PLSE or ES).

The Peer Group is designed to a valuable size to ensure that no individual indication on peer group is possible.
KPI Priority Distribution

In the **section Priority Distribution**, the customer’s SAP messages from the last 6 months are compared against the peer group.

If you have:

- more messages with priority “Very High” than the peer group, you should evaluate the root cause of single issues and analyze potential proactive activities
- more priority “High” than the peer group, you should evaluate the correct usage of SAP message prioritization
KPI Process Quality

In the section Process Quality, the customer's SAP messages are rated in the problem categories of known bugs and how-to-consulting.

**Known bugs** is a quality category, where SAP Support states, there was a note available to customers, so that the root cause for the SAP message opened could be found internally.

**How-to-consulting** is a problem category for customer messages which contain general questions, information about the product or functionality, handling errors, customizing or coding (modification) created by the customer.
KPI Runtime at Customer

In the section Process Efficiency, the SAP message runtime at customer compared to peer group is measured.

If you have:

- Longer runtime in Prio Very High evaluate the best practices in SAP Message processing, e.g. automated alerting.
- Longer runtime in Prio High evaluate the testing and processing guidelines in your landscape.
EWA Coverage

In the section EWA Coverage, the SAP EWA coverage at customer compared to peer group is measured.

If you have:

✓ Less EWA switched on for productive Systems, please see SAP Note 1257308.
✓ To get full score in CCOE Primary Certification you need an EWA coverage of 80%+.
SAP Incidents per productive System

In the section SAP Incidents per productive system, the average of Incidents per productive system compared to the peer group is measured.

If you have:

✓ More Incidents per prod. System than Peer Group, please check the CCOE section for knowledge transfer session “Support Essentials”
In the section CCOE Fulfillment Rate, the Customer COE Fulfillment rate of your Customer COE compared to peer group is measured.

If you have:
- Lower CCOE Fulfillment Rate than Peer Group, please check the CCOE section for knowledge transfer session “Support Essentials”
Summary

The KPI Benchmarking for Primary Customer COE certified customer shall give some insight on the overall SAP Incident Processing of the CCOE's organization, compared to a peer group selected from one Industry.

Results below the average may be also given to company internal guidelines, structures, processes, that can not be changed or are subject of evaluation.

SAP wanted to bring to customer's attention a discussion statement to initiate a situation review if needed.

The KPI Benchmarking 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!

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