SAP Enterprise Support
The foundation for customer success

Proactive and preventive support

Collaboration  Empowerment  Innovation and value realization  Mission-critical support

SAP Enterprise Support
The foundation for customer success
Seamless consumption of innovation I Fast value realization I Business outcomes I End-to-end optimization

Intelligent enterprise

Cloud  Digital core  Breakthrough innovations

Across all deployment options
Collaboration

As part of SAP Enterprise Support you have access to multiple collaborative resources, that have a defining impact on your success.

- Leverage expert access through collaborative social communities
- Rely on functional and technical expertise on key areas
- Benefit from advice on the right support deliverables and assets
- Get help to drive innovations

Further information on how to enable the Intelligent Enterprise with SAP Enterprise Support can be found within this brochure.
GETTING STARTED with Collaboration
SAP Concur Support Portal

**Authorized Support Contact (ASC)**
- Access to [SAP Concur Support](#), Chat and Phone Support — report a technical issue with the product
- 2 required, up to 5 maximum
- Search our Knowledge Base, access resources and training materials
- Participate in the SAP Concur Business Exchange (Community)
- Submit service enhancement ideas through Solution Suggestions

**Options to Manage Access for ASCs**
- ASC permission via User Administration (Best Practice)
- ASC permission via permission administrator
- [www.concurtraining.com](https://www.concurtraining.com) > Learn to Administer > Access SAP Concur Support and Portal Guides

To allow access, add [https://concur.secure.force.com/CTESupport](https://concur.secure.force.com/CTESupport) as a trusted site in your browser settings.
GETTING STARTED with Collaboration
SAP Concur Support Portal

Before requesting Support:

Review Knowledge Base for answers

Check inbox for Personalized Concur Open updates (if subscribed)

Log into Personalized Concur Open or check Concur Open open.concur.com

Check if issue occurred during standard Saturday maintenance window:
- America Data Center: 5 PM to 9 PM PST
- EMEA Data Center: 11 PM to 3 AM CET
- China Data Center: 11 PM to 3 AM SGT

Then:

Create a case
- Preferred method to report issues, ask questions, make requests
- Via the SAP Concur Support Portal

Use chat / phone support
- Rudimentary questions quickly answered
- Representative creates case
- 24x7 in English
Once the Authorized Support Contact (ASC) permission has been assigned, the Contact Support link will automatically appear under Help within SAP Concur for convenient access to the SAP Concur Support Portal via Single Sign-On (SSO).

- It may also appear at the bottom of the page or as Support next to the Help tab.

- If User Support Desk has been purchased, once enabled, the Contact Support link will appear in the same location for end users.

- A message will be displayed, advising the transfer to the Concur Support Portal.

- The first time, the User Information Confirmation box will display prompting the ASC to enter the required fields.
The SAP Concur Support Portal is a customer service and information center for Authorized Support Contacts (ASC):

- **Home:**
  - Ask Me Anything search box - Quick access to Knowledge Base answers, cases, Solution Suggestions, Training, Technical Publications (e.g. User Guides) and SAP Community.
  - Information Center - View important notices from Support, Security, and Operations (maintenance) and opt-in to receive these notices by e-mail.

- **Support**
  - Case Management & Chat

- **Resources**
  - Knowledge Base
  - Release/Tech Info
  - Training, & Webinars

- **Community**
  - Solution Suggestions & Community

- **Billing**
  - Online Invoices
GETTING STARTED with Collaboration
Where to find additional assistance – SAP Support Portal & SAP Community

**SAP Support Portal**
Your one stop for all support and service related needs
- SAP Notes search and incident wizard
- SAP software distribution center
- Administration of remote connections
- License key & requests
- SAP service & software catalog
- SAP Enterprise Support Academy
- SAP Enterprise Support Report
- SAP ONE Support Launchpad

**SAP Community**
Your social network to get help, share ideas, and connect with others on products you are interested in
- Discussion forums, blogs & videos
- Quick access to expert advice
- Online trainings
- Software downloads
GETTING STARTED with Collaboration
Where to find additional assistance – SAP Concur

SAP Concur Official Website
- Starting point to your SAP Concur journey
- Explore our Resources Center (reports, webinars, whitepapers, demos and more)
- Learn about the different support offerings and integrations for our customers

SAP Concur Technical Documentation *
- Setup guides, product guides
- Release notes, release calendar
- Client Admin Summaries
- and much more

SAP Business Exchange – Concur
Find solutions, share knowledge and get answers from customers and experts:
- Support Forums
- Product Forums
- and much more.

The Communities are based on your product edition; Professional edition customers are part of one community while Standard edition customers are part of another.

* Standard Edition: https://www.concurtraining.com/customers/tech_pubs/_Docs_CCC_CPS.htm
Professional Edition: https://www.concurtraining.com/customers/tech_pubs
GETTING STARTED with Collaboration
SAP Concur – Standard and Professional Edition

SAP Concur Standard Edition

- Rolling Out Concur
  Tips, Tricks and Resources to roll out SAP Concur Standard Edition.

- Change Management Resources
  With a solid plan, you can help your employees understand what to expect and get them excited about SAP Concur.

- New Administrator Guide
  A collection of resources, best practices and tips for SAP Concur Administrators.

SAP Concur Professional Edition

- Welcome Kit
  Explore the Welcome Kit to SAP Concur Professional Edition.

- Deployment ToolKit
  Most organizations do train their own employees. The deployment toolkit is a great place to start, including change management resources.

- New Administrator Guide
  A collection of resources, best practices and tips for SAP Concur Administrators.

- Administrator User Guide
  A guide on how to administer user permissions and roles.
Empowerment

Through the SAP Enterprise Support Academy program we help you build competency and expand your skills easily.

- Get empowered through extensive learning and education elements of the SAP Enterprise Support Academy
- Easily access learning content and services via the new SAP Learning Hub platform
- Leverage expert content in various delivery formats and levels of detail
- Making sure you address and cover the right skills gap
- Learn how to run your software solution at peak performance
- Get your organization ready for innovation and accelerate innovation throughout the company

“I need to make sure that both, business and IT, have the right knowledge and skills.”
GETTING STARTED with Empowerment
SAP Concur ToolKit – Training

Learn more about Concur Travel, Expense, Invoice and more with SAP Concur training webinars *

- Learn the Basics – standard end-user training
- Learn to Administer – From user administration to processing purchase orders, these short videos will help you know what to do in just minutes
- Learn about Reporting – Dive into our Concur Reporting solutions resources (recordings, videos, and guides)
- Administrator Learning Series – learn more about administrative tasks

* Standard Edition: https://www.concurtraining.com/standard
Professional Edition: https://www.concurtraining.com/pr
Innovation & Value Realization

We provide you with tools and proactive services that help in identifying and realizing business value.

- Benefit from usually quarterly releases to develop an appropriate strategy that increases feature adoption
- Co-innovate with SAP on SAP Enterprise Support deliverables to become an early adopter of support innovations and to help improve the support offering

“I want to have a great customer experience, facilitating success and rapid adoption of innovation.”
## GETTING STARTED with Innovation & Value Realization

Innovation Discovery – SAP Concur Monthly Releases

<table>
<thead>
<tr>
<th>Release Topic</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Timing</strong></td>
<td>• Monthly updates for all cloud services (Expense, Invoice, Mobile, Request, Travel, TripLink and Intelligence)</td>
</tr>
<tr>
<td></td>
<td>• Critical issues are resolved through hot fixes. Other important issues are addressed with defect fixes as part of the monthly cloud releases.</td>
</tr>
<tr>
<td><strong>Communication</strong></td>
<td>• Up to four (4) months in advance: Large, impactful features described in the release notes as “Coming soon” items</td>
</tr>
<tr>
<td></td>
<td>• Two (2) weeks prior release date: Preview Release Notes - Describe the planned features and enhancements targeted for the monthly release.</td>
</tr>
<tr>
<td></td>
<td>• One (1) week prior to release date: Describe the features and enhancements in the monthly Release Summary. There is low probability that features mentioned in the draft may be dropped from the release.</td>
</tr>
<tr>
<td></td>
<td>• After successful release date: Final release notes</td>
</tr>
<tr>
<td></td>
<td>• Describe the features and enhancements in the monthly release</td>
</tr>
<tr>
<td></td>
<td>• Client admin release summary – Abbreviated version of the release notes is provided for client admins.</td>
</tr>
<tr>
<td></td>
<td>• Release Notes (<a href="https://www.sap.com">Standard Edition</a>, <a href="https://www.sap.com">Professional Edition</a>) – provided only in English</td>
</tr>
<tr>
<td></td>
<td>• <a href="https://www.sap.com">SAP Concur Roadmap</a></td>
</tr>
</tbody>
</table>

[Release Calendar for SAP Concur Solutions can be found here.](https://www.sap.com)
Mission-Critical Support

We relieve you of any critical situations and provide various cutting-edge access points to SAP Concur support experts.

- Rely on service-level agreements for faster issue resolution, whereat initial response time typically already includes a first qualified answer
- Count on 24x7 customer support

“In case of a production-down situation, I need to resume business operations as quickly as possible.”
GETTING STARTED with Mission Critical Support
Digital Support Experience – SAP Cloud Trust Center

<table>
<thead>
<tr>
<th>Overview</th>
<th>Benefits</th>
<th>Access</th>
<th>Preview</th>
</tr>
</thead>
<tbody>
<tr>
<td>• SAP Cloud Trust Center is a public-facing website on sap.com</td>
<td>• <strong>Cloud Service Status:</strong> Availability data of cloud services showing the current live status</td>
<td>Access the <a href="https://sap.com">SAP Cloud Trust Center</a> directly or go to sap.com and find it under the “About” section</td>
<td></td>
</tr>
<tr>
<td>• Delivers transparency on SAP cloud-related processes</td>
<td>• <strong>Security:</strong> Measures to ensure SAP Cloud security</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Trusted source, where you can initiate requests and engage with SAP</td>
<td>• <strong>Data Protection and Privacy:</strong> Learn how SAP respects and protects your rights</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Easy access to SAP cloud-related documents, certificates and contracts</td>
<td>• <strong>Compliance:</strong> Shows the vast variety of ISO/BS as well as certificates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Check out the <a href="https://sap.com">SAP Cloud Trust Center video</a></td>
<td>• <strong>Agreements:</strong> Overview of the building blocks of an SAP Cloud contract</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Receive answers to <strong>FAQ</strong> on trust-related cloud topics</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Collaboration  Empowerment  Innovation and value realization  Mission-critical support

© 2020 SAP SE or an SAP affiliate company. All rights reserved. | PUBLIC
## GETTING STARTED with Mission Critical Support
### Service-Level Agreements

<table>
<thead>
<tr>
<th>Priority</th>
<th>Initial Response Time</th>
<th>Corrective Action Plan</th>
<th>Initial Response Time</th>
<th>Corrective Action Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1 hour (real time)</td>
<td>4 hours (real time)</td>
<td>1 hour (real time)</td>
<td>4 hours (real time)</td>
</tr>
<tr>
<td>2</td>
<td>4 hours (real time)</td>
<td></td>
<td>4 hours (real time)</td>
<td>-</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td>1 Business Day</td>
<td>-</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td>2 Business Days</td>
<td>-</td>
</tr>
</tbody>
</table>
Another Service Status dashboard that displays availability status 24/7 for SAP Concur solutions is **SAP Concur Open**:

- Visibility to the availability of services
- Most recent 20 days
- Frequent, detailed messages

Personalized Concur Open Updates – open.concur.com

- Email or RSS notification subscriptions
- Customized by Data Center, Services, and Alert Type
- For step-by-step instructions, refer to the Getting the Most from SAP Concur Support Guide
GETTING STARTED with SAP Concur Support
Digital Support Experience – SAP Concur Service Alerts

- **Service Alerts** are e-mails for incidents managed outside of Concur Open or extenuating notifications other than incident management.

- The **Information Center** provides pertinent information regarding communications from Support, Security, and Operations (maintenance). The information provided here does not pertain to P1 incidents.

- To receive Service Alerts from concursupport-servicealerts@concur.com and Information Center Notices from informationcenter-no-reply@concur.com, update the **My Profile** page in the SAP Concur Support Portal by following the steps provided below:
  1) From SAP Concur, click Contact Support.
  2) Click My Profile
  3) Scroll down to Preferences and select:
     - Opt In to receive Information Center Notices
     - Check the Opt In to receive Service Alert e-mails box
  4) Click Save
GETTING STARTED with SAP Concur Support
Best Practices for opening an incident (also known as case)

- Enter details in the **Case Description** field including steps to reproduce an issue, unique identifiers, date and time, impacted end-users, or other details pertinent to the case.
- Enter a brief description of the case in **Subject** field.
- Select the most appropriate **Topic and Case Type** from the drop-down lists.
- Select the most appropriate **Urgency/Customer Assessment** (Priority) from the drop-down list:
  - 1 – Very High (Core service is completely down)
  - 2 – High (Business processes seriously disrupted)
  - 3 – Medium (Business processes affected)
  - 4 – Low (Little or no effect on business processes)

Note: cases default to Priority Level 3 – Medium, assigned by SAP Concur once the case is reviewed.

- Enter the **Site/URL/Acct. #**, if applicable.
- To have Customer Support call you, select the **Call Me box**. Please ensure the correct phone number is in your CSP profile.
- To provide approval for Customer Support to troubleshoot the case within your production site, select the **Concur may test in my production site box**.
GETTING STARTED with SAP Concur Support

Best Practices for escalating incidents (also known as case)

Before escalating a Case:

- Wait established timeframe for assigned Priority Level outlined
- After established timeframe, request update in Case Comments section

If the case needs to be escalated, click Escalate

- Escalation notice sent to assigned team
- Denoted by ↑ next to case number
- Process applies whether submitted on the SAP Concur
- Support Portal, Chat, or Phone
**GETTING STARTED with SAP Concur Support**

Customer Survey – Your feedback is important to us

**Closed Case Survey** sent by email

- **When**: After an incident (aka case) is closed
- **To whom**: Authorized Support Contacts
- **What**: Provides feedback on the level of satisfaction with:
  - Knowledge and communication from our Support Engineers
  - Resolution of the timelines
- **Why**: Improve our service in those areas
  - Case resolution status
  - Self-solve strategies
  - Case owner performance success/improvement areas
Thank you.
## GETTING STARTED with Collaboration

### Useful Links and SAP Notes (1/3)

<table>
<thead>
<tr>
<th>COLLABORATION</th>
</tr>
</thead>
</table>
| SAP Concur Support Portal | SAP Concur Support  
|                           | www.concurtraining.com |

### Where to find additional assistance
- SAP Support Portal
- SAP Community
- SAP Concur Official Website
- SAP Concur Technical Documentation
- SAP Business Exchange – Concur

**Where to find additional assistance**
- [https://support.sap.com](https://support.sap.com) (→ Personal Demo)
- [https://www.sap.com/community](https://www.sap.com/community)
- [https://www.concur.com/](https://www.concur.com/)
- [https://www.concurtraining.com/customers/tech_pubs/_Docs_CCC_CPS.htm](https://www.concurtraining.com/customers/tech_pubs/_Docs_CCC_CPS.htm)
- [https://community.concur.com/](https://community.concur.com/)

### SAP Concur – Standard and Professional Edition
- SAP Concur Standard Edition
  - Rolling Out Concur
  - Change Management Resources
  - New Administrator Guide
  - Welcome Kit
  - Deployment ToolKit
  - New Administrator Guide
  - Administrator User Guide

- SAP Concur Professional Edition
## INNOVATION & VALUE REALIZATION

<table>
<thead>
<tr>
<th>Innovation Discovery</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• SAP Concur Roadmap</td>
<td></td>
</tr>
<tr>
<td>• <a href="https://www.concurtraining.com/customers/tech_pubs/ReleaseCalendar/_ReleaseCalendar_client.htm">https://www.concurtraining.com/customers/tech_pubs/ReleaseCalendar/_ReleaseCalendar_client.htm</a></td>
<td></td>
</tr>
</tbody>
</table>
MISSION CRITICAL SUPPORT

Service-Level Agreement
- SAP Enterprise Support Scope Description
- SAP Cloud Support Policy