SAP Information Sheet
SAP Active Global Support | SAP ActiveEmbedded

A Product Engineer at Your Service with SAP® ActiveEmbedded

You depend on SAP software to help you run your business better. You understand the value of your investment and continuously seek ways to maximize that value. And when you encounter an issue, you depend on the SAP Enterprise Support offering to help resolve it. But what if you need more – like proactive guidance and personalized expertise focused on your specific environment?

Summary

SAP® ActiveEmbedded, product engineer on demand option, gives you direct access to an SAP product engineer who can help you address and overcome issues for selected SAP software components. This offering is intended to be a limited-scope engagement that serves as an ideal entry point for premium support offerings from SAP. The product engineer, acting as a coach and adviser, works with you in a remote context to identify ways to add more value to your existing investment. Meanwhile, an on-site technical quality manager coordinates activities to help you achieve your objectives.

Business Challenges

- Maximize the value of specific SAP software investments
- Increase operational efficiency by aligning with proven best practices
- Resolve issues quickly and prevent them from reoccurring

Key Features

- **Technical quality manager** – Work with an on-site SAP expert on a part-time basis to continuously improve your SAP software landscape
- **Review service** – Define all software products within the scope at the start of the engagement
- **Premium mission-critical support** – Enjoy premium access to resources from SAP Enterprise Support
- **Product engineer on demand** – Gain access to a dedicated and seasoned technical expert to resolve issues for defined product areas

Business Benefits

- **Improved operational efficiency** due to increased product knowledge
- **Greater end-to-end integration** with expert advice on configuration and best practices
- **Faster resolution** to specific issues
- **Low-risk point of entry** for premium support engagements

For More Information

Call your SAP representative or visit us at
www54.sap.com/services-support/support.html or www.sapsupport.info.

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CMP23539 (13/09)
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AN EXPERT TO HELP YOU RUN YOUR BUSINESS BETTER

Sometimes all you need is some guidance to complete a task or overcome a technical challenge in your SAP® software landscape. You don't need someone to perform the task for you, but some expertise and advice could go a long way toward resolving your issue. With SAP ActiveEmbedded, product engineer on demand option, you have direct access to such expertise. This offering is designed to help you rectify immediate issues and build up the knowledge you need to run your environment better.

Access

As part of this offering, you get access to an on-call product engineer who is experienced in the SAP software component of your choice. Simply select the software component and productive instance you want to focus on. Then, the SAP Active Global Support organization assigns a specific individual who you can contact with issues regarding that software component during defined working hours.

In addition, a technical quality manager (TQM) will work with you at your business site. At the start of the engagement, the TQM performs a review of all products in the scope – covering topics such as software landscape integration and key performance issues and risks. While the product engineer is available to address specific issues, the TQM focuses on the big picture by proactively identifying areas for improvement and coordinating services and activities to help you run your SAP software landscape more effectively.

Advice

Your product engineer serves as an adviser and a coach – one that walks you through the steps required to resolve the issue you're facing.

Perhaps you maintain a Web shop and want to help ensure 24x7 availability. Your product engineer can explain the steps required to load-balance the site across all connected servers. Or maybe you need to process service-based products that lack a shipment location. Your product engineer can help you configure the sale and distribution component of the SAP ERP application to skip the delivery requirement for service-based sales orders.

Whatever the issue you face, your product engineer is at your disposal to help you get where you need to go.

A Premium Engagement

This offering is an entry-level option for the SAP ActiveEmbedded service. It provides an opportunity to assess the value of a premium-support engagement with reduced investment.

THE CONFIDENCE TO PERFORM BETTER

In the end, SAP ActiveEmbedded, product engineer on demand option, is designed to give you the confidence you need to move forward with critical initiatives and tasks. This helps you extract the greatest possible value from your SAP investment. With access to expert guidance, you can resolve issues faster and your technical people will increase their product knowledge. And because the offering serves as an entry-level premium-support engagement, you can begin to explore the value of deeper engagements without the up-front risk. At the same time, you'll enjoy the substantial benefits of having the expertise you need, when you need it, to help you optimize your SAP software landscape as you see fit.

Find Out More

To learn more about how you can benefit from a product engineer on demand, contact your SAP representative today or visit us online at www54.sap.com/services-support/support.html or www.sapsupport.info.

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