

# Influencing SAP: Customer Connection

Overview SAP EAM Plant Maintenance (2016)  
UKISUG Maintenance & Service Management SIG

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# Content

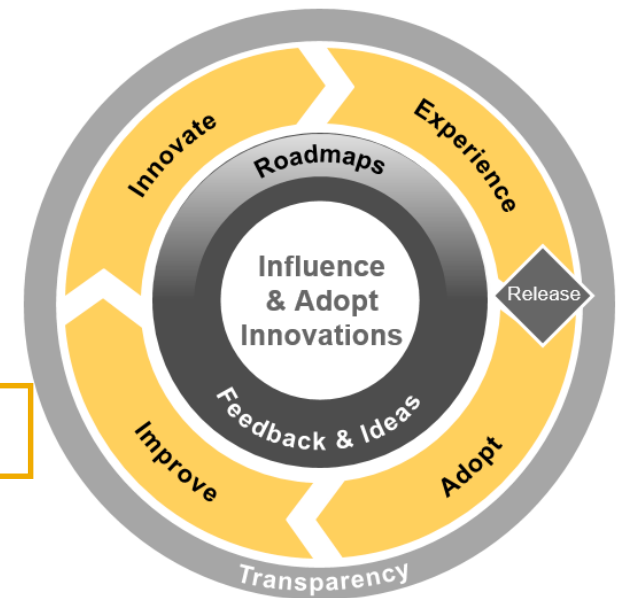
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- The Customer Connection Program – Intro
- Scope and timeline of the EAM Focus Topic project
- The SELECT phase
- Questions & Answers

# SAP's Customer Influencing Programs

SAP offers programs to influence and adopt SAP innovations – throughout the product lifecycle, at no extra charge:

- **Innovate by Customer Engagement Initiative**
- **Experience** a new product release in the test phase:  
**Beta** (before product release)
- **Adopt** SAP innovations early on:  
**Early Adopter Care** (after product release)
- **Improve** existing SAP products by **Customer Connection**



Your Feedback & Ideas are at the heart of all SAP Influencing programs.

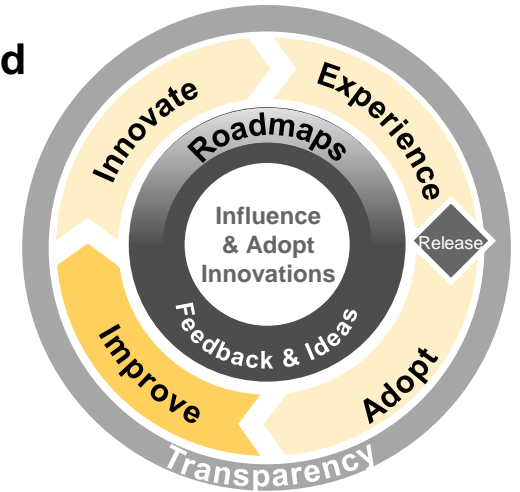
# SAP Influencing opportunity by Customer Connection

The Customer Connection program provides improvements and small enhancements to products and solutions in mainstream maintenance by customer collaboration.

The program is structured along Focus Topics

Goals:

- **Collect** Improvement Requests (IR) in order to incrementally improve the existing product version
- **Collaborate** with as many customers as possible and retrieve a ranked backlog based upon customer needs
- SAP to **provide** the selected improvements as SAP Notes and Service Packs
- Customers to **use** delivered improvements productively



# Focus Topic scope: EAM Plant Maintenance (2016)

## This Customer Connection project is divided in two areas:

- Primarily the process of **Preventive Maintenance** focusing on functional improvements and roundups, related to Preventive Maintenance process for releases in mainstream maintenance up to **EhP6**:

### In scope:

- Task Lists
- Maintenance Planning
- Order/Notification, related to the process of Preventive Maintenance

- and **EAM** beyond Preventive Maintenance

### In scope:

→ any other topic in the area of Plant Maintenance

The requests of each areas will be equally prioritized during the selection phase.

Component	Description
Task Lists	Maintenance task lists describe a sequence of individual maintenance activities which must be repeatedly performed within a company.
Maintenance Planning	Maintenance Planning for creation of maintenance plans for the technical objects in a company, in order to ensure that the technical objects function optimally, so that breakdowns can be avoided.
Order/Notification	Related to the process of Preventive Maintenance
EAM improvements	Beyond Preventive Maintenance

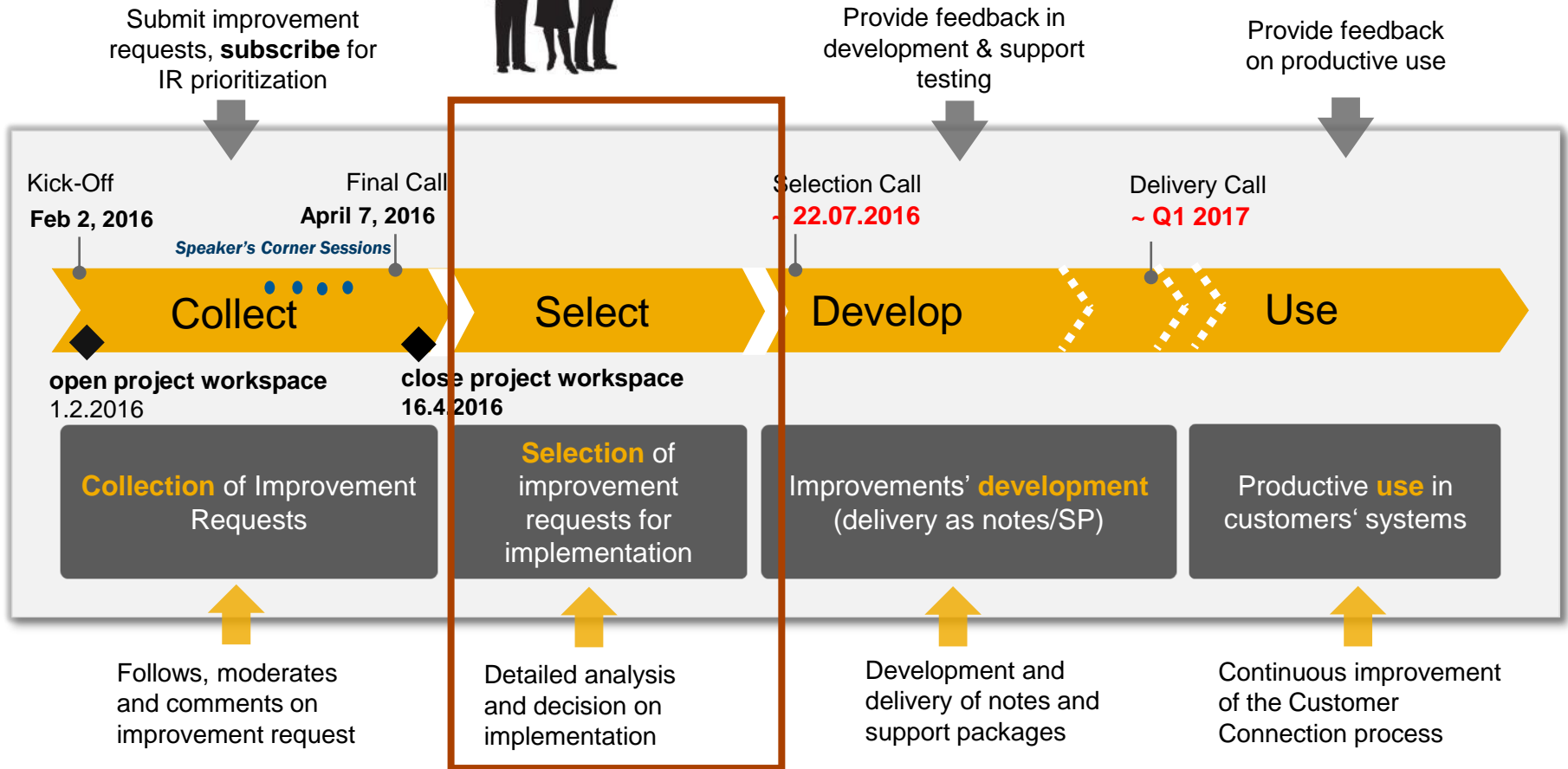
## Out of Scope

Downports to EhP5 and below

# Customer Connection Focus Topic Project Timeline for SAP EAM Plant Maintenance (2016)



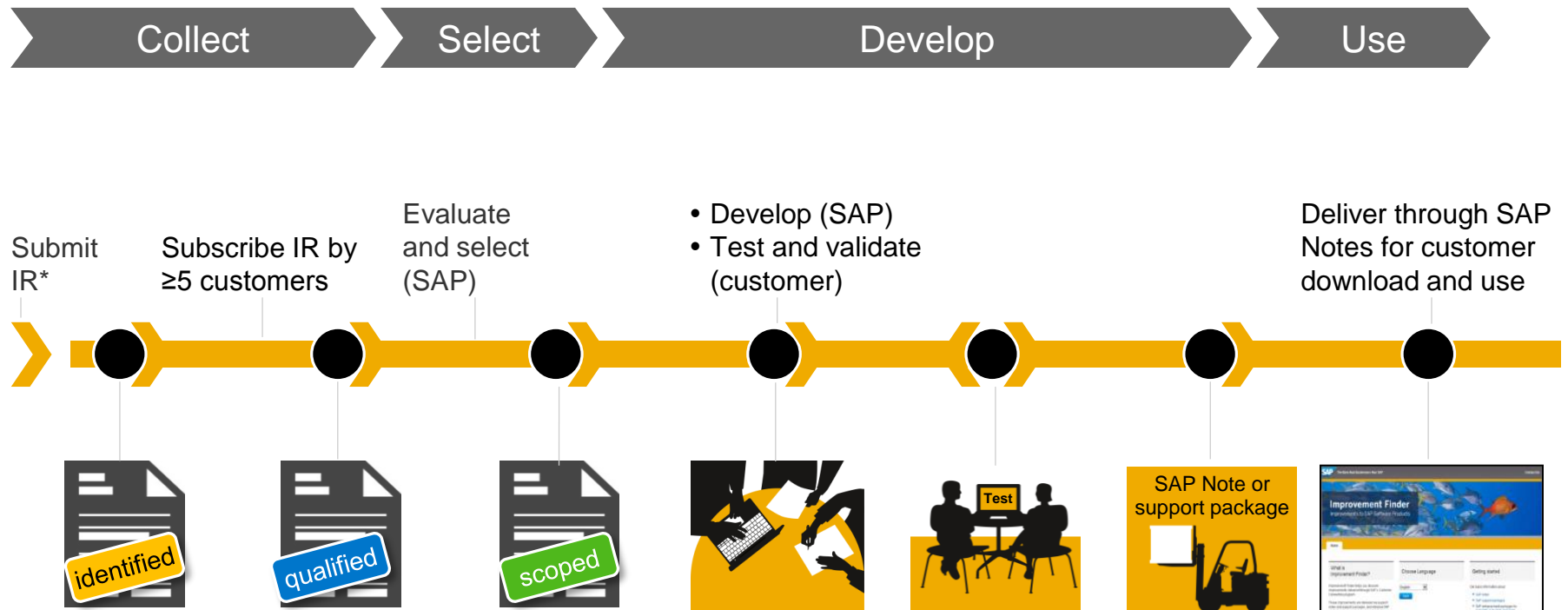
**Customers**



**SAP Project Team**

# Customer Connection – example of collaboration

## From idea to delivery



\*Improvement request



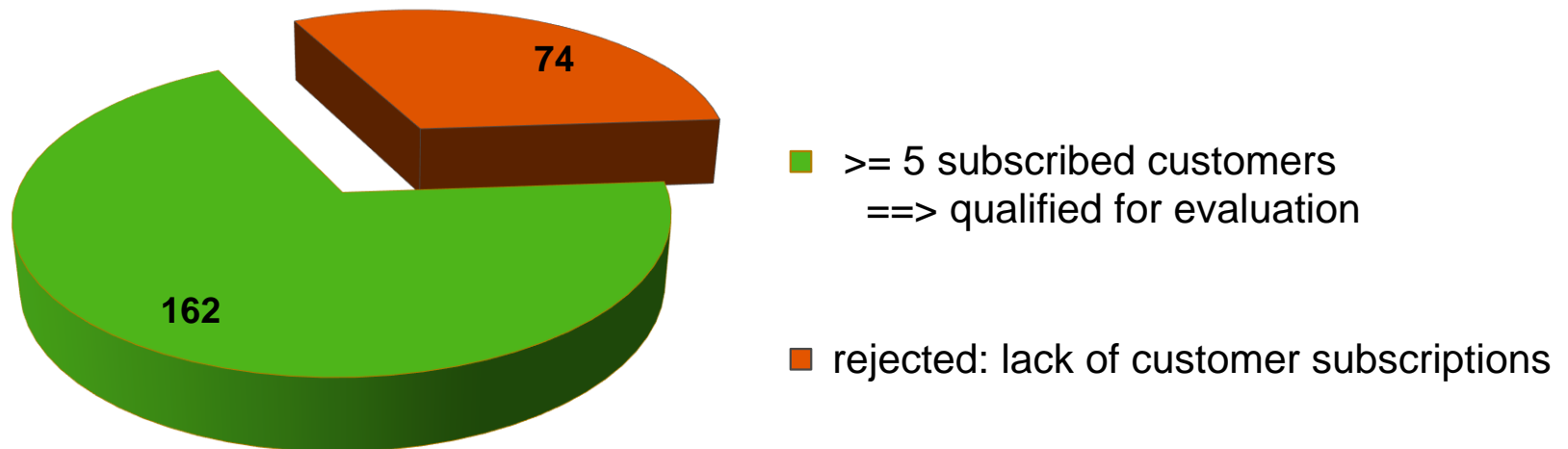
# Status of Improvement Request collection

## Start SELECT Phase

236 Improvement Requests (IRs) collected

- 162 IRs achieved the minimum of 5 customer subscriptions
- 74 are not qualified → rejected: “lack of customer subscription”

### Final Call: overview and status of collected and prioritized IRs



# Decision criteria to select IRs for development

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Selection criteria for improvement requests for small enhancement to ensure product quality and to improve support of day-to-day business of users:

- **Global relevance**
  - → goal to reach as many customers as possible, therefore Customer Connection is not the channel for localization implementation
  - Requested improvements are 'qualified' by a minimum of five subscribed customers
- **Technical criteria**
  - Easy and fast deployment (e.g. notes, support packages)
  - Technical feasibility (e.g. no structural changes and "switchable")
  - Realization time and effort (maximum of six months of development phase)
  - Downport to release in mainstream maintenance at Customer Connection delivery point
  - Scope of the current project defined by the SAP Product Management

**! There is no guarantee that all qualified improvement requests will be selected for development.**

# Question & Answers



# Thank you

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