Top 10 Ways to Squeeze More From Your HANA Investment

Thomas Jung and Ina Felsheim, SAP

March, 2020

THE BEST RUN SAP

Agenda

Strategy (data strategy master class, innovation discovery, solution explorer)

Software trials

Training and Education (Tutorials, SHINE, Learning Hub, YouTube Live webinars and HANA Academy)

Community spaces

Roadmaps

CodeJams

Feedback

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Strategy

Master class: Outcome-Driven Data Strategy

www.sap.com/datastrategy

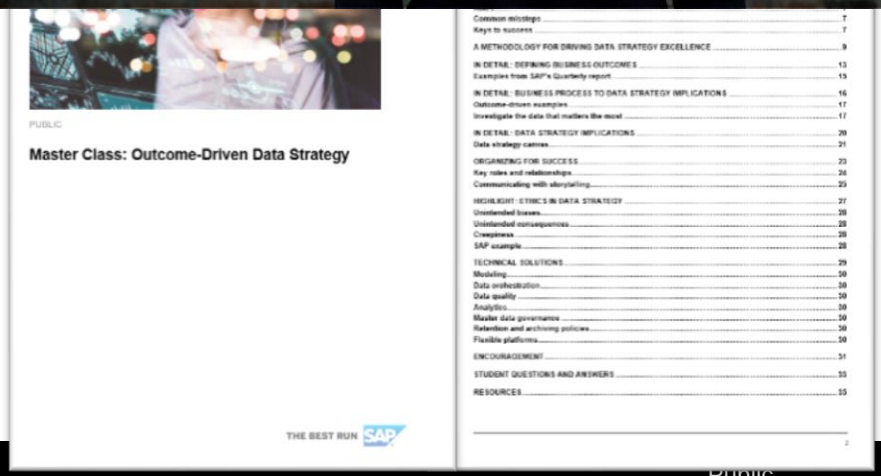
What does it take to develop a business outcome-driven data strategy?

How can you inspire an executive sponsorship?

How can you secure on-going, programmatic funding for data initiatives?

We can help! Watch these <15 minute videos filled with practical data strategy tips.

Download the corresponding workbook, including templates, assignments, and additional resources

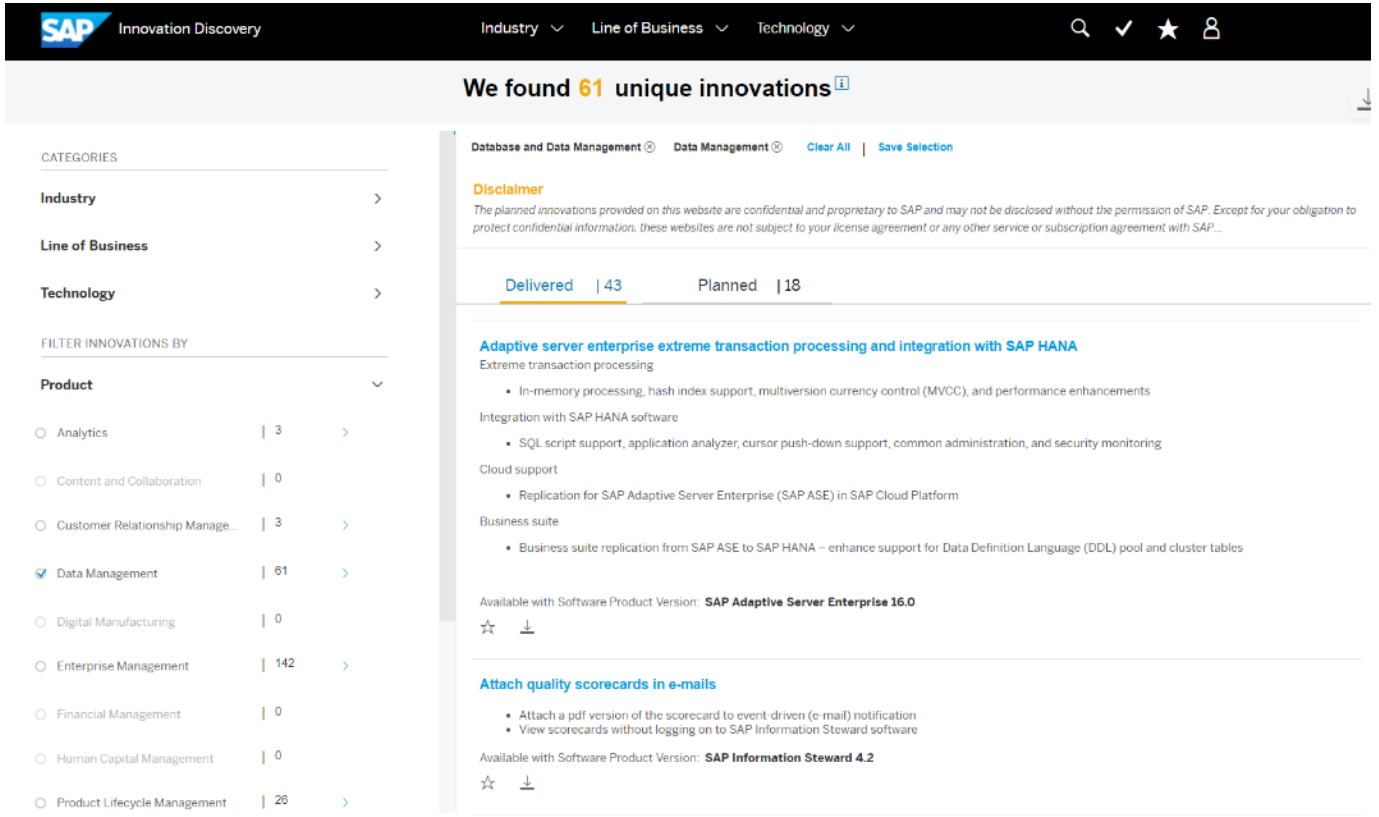


© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Innovation Discovery tool

https://go.support.sap.com/innovationdiscovery/

- Available on the SAP Support portal
- Learn more about new innovations
- Combines the functionality of the Solution Browser, Enhancement Package-Infocenter, and Business Function Prediction. Currently the content in Innovation Discovery covers the Business Suite.
- Includes business solutions, benefits, product features, examples, and solution PDFs.

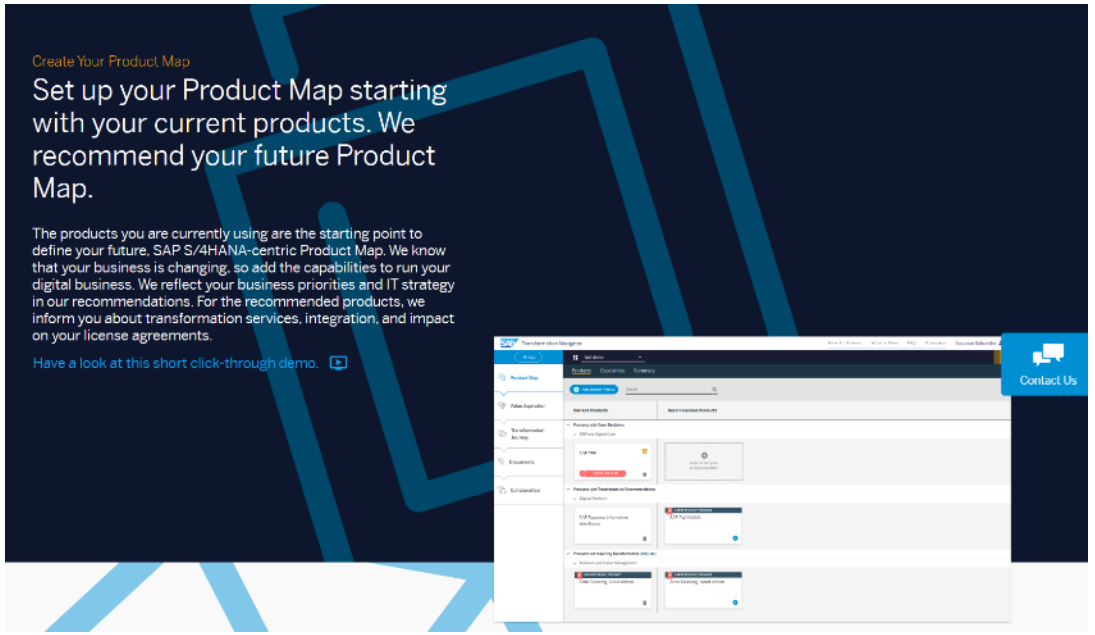


© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Transformation Navigator

https://go.support.sap.com/transformationnavigator/#/welcome

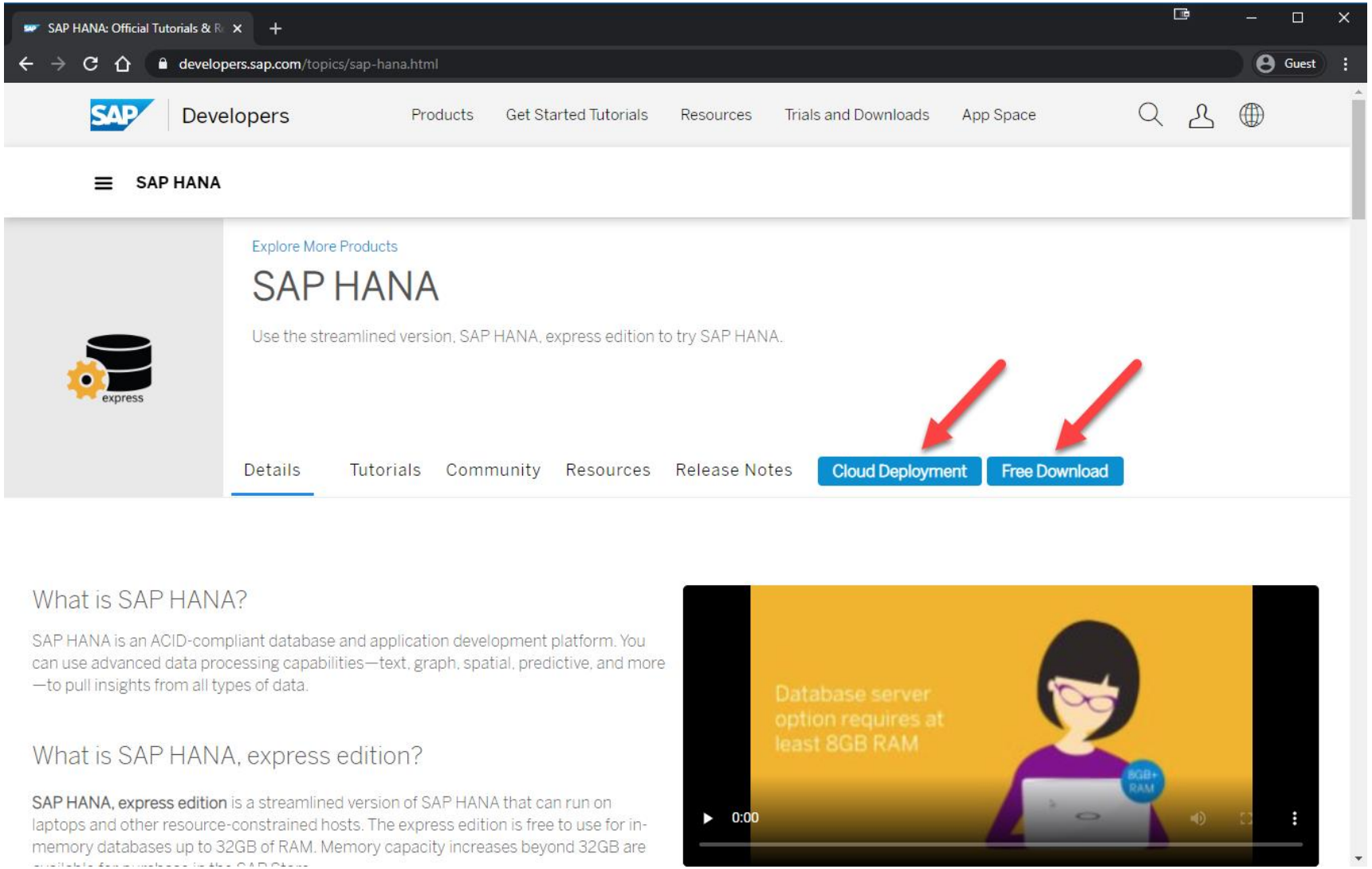
- Guidance for getting to the Intelligent Enterprise
- Recommended future products with a product roadmap—even from an industry template
- Include industry value maps to extend beyond currently used solutions
- Summarize transformation cases and prioritize them
- Generate business, technical, and transformation guides



© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Software trials

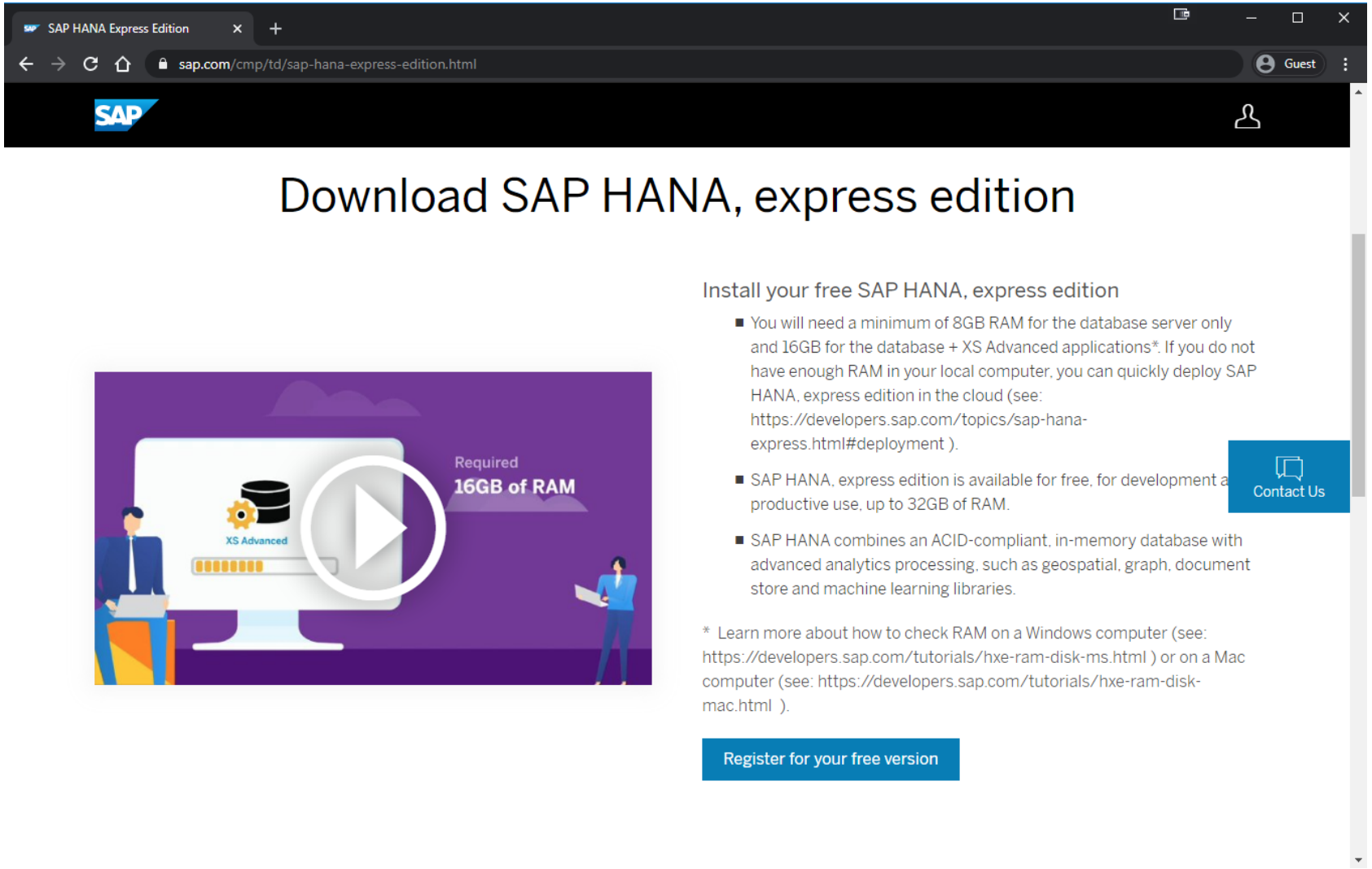
Trial Options Available on https://developers.sap.com/topics/sap-hana.html



© 2020 SAP SE or an SAP affiliate company. All rights reserved.

SAP HANA, express edition

https://www.sap.com/cmp/td/sap-hana-express-edition.html

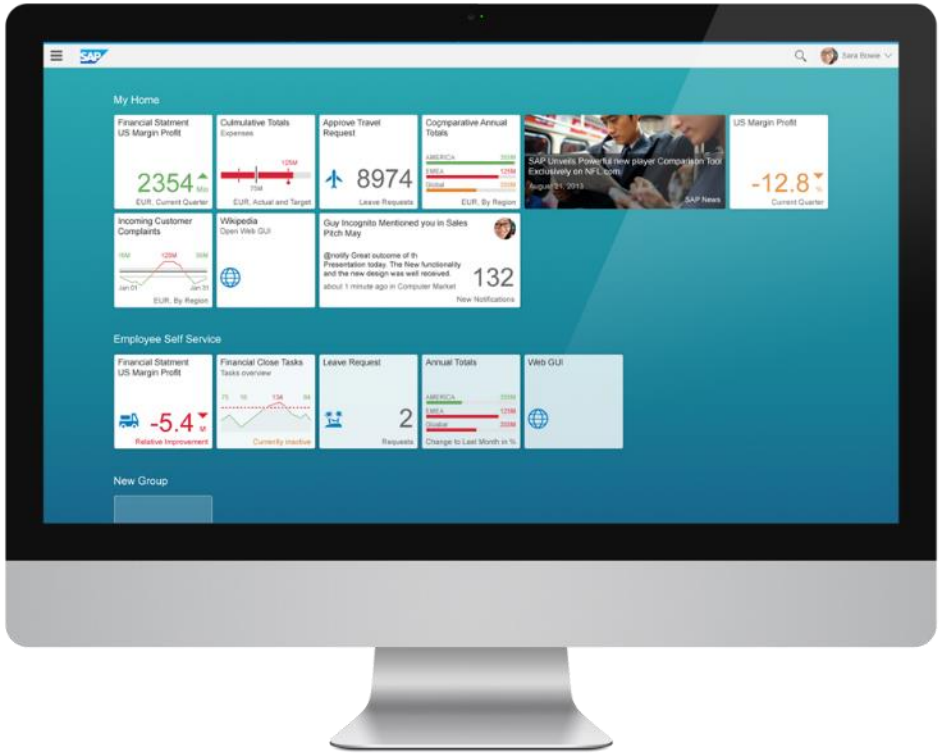


© 2020 SAP SE or an SAP affiliate company. All rights reserved.

SAP HANA, Express Edition 2.0

Build apps from anywhere

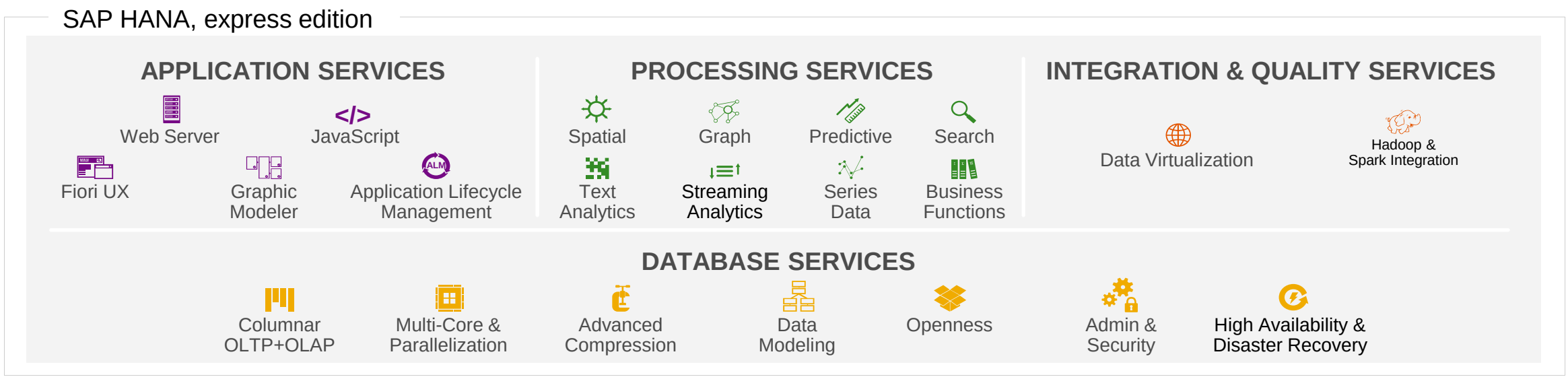
- Streamlined version of SAP HANA, footprint optimized to improve access to technology.
- Available for download on a laptop, personal computer, server, or available in the cloud
for flexible development and deployment options
- Build apps/data stores up to 32 GB of memory use for free (production and non-production)
- Memory capacity increases beyond 32 GB are available for purchase in the SAP Store



© 2020 SAP SE or an SAP affiliate company. All rights reserved.

What is included with SAP HANA, express edition?

Feature rich edition of SAP HANA



ONE Open Platform | **OLTP + OLAP** | **ONE Copy of the Data**

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Application Development Transformed
SAP HANA, express edition

Allows for both development and production use cases to rapidly prototype and deploy applications

Business Benefits

- Streamlined version of the SAP HANA platform that jumpstarts development in the cloud, on a personal computer or a smaller server.
- Build and deploy applications that use up to 32GB memory without incurring any license fees

SAP HANA, express edition

- Inherits SAP HANA 2 enhancements
- Listing on AWS Marketplace
- Docker container for Kubernetes enhanced with SAP HANA development and administration tooling
- Proactive notifications suggest how to improve performance based on real-world operations

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Trial software in the cloud

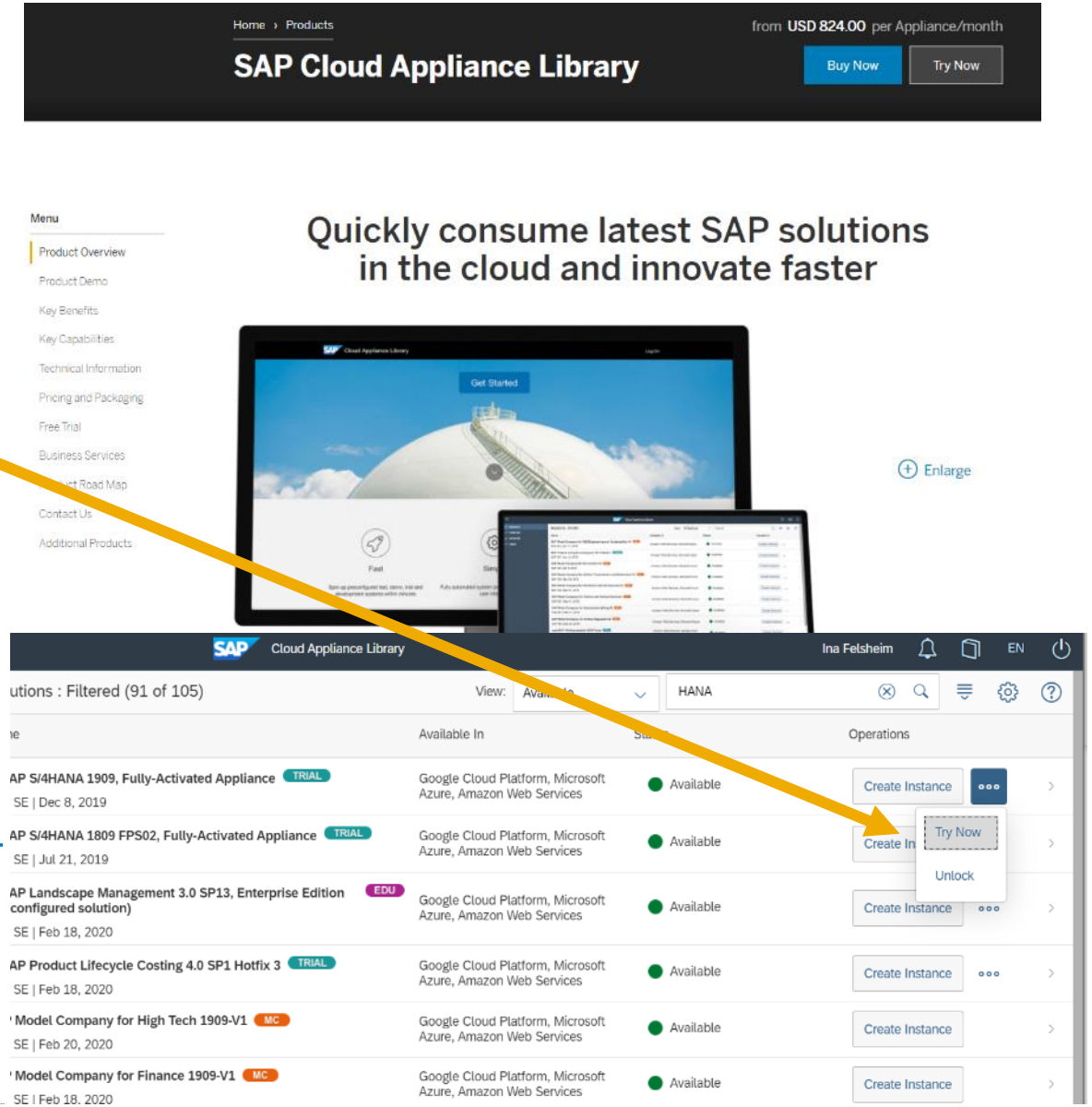
[cal.sap.com](cal.sap.com)

See the list of solutions available to you. You can filter the list down by searching.

Choose Try Now, and accept the terms and conditions on the next page.

Then choose Activate.

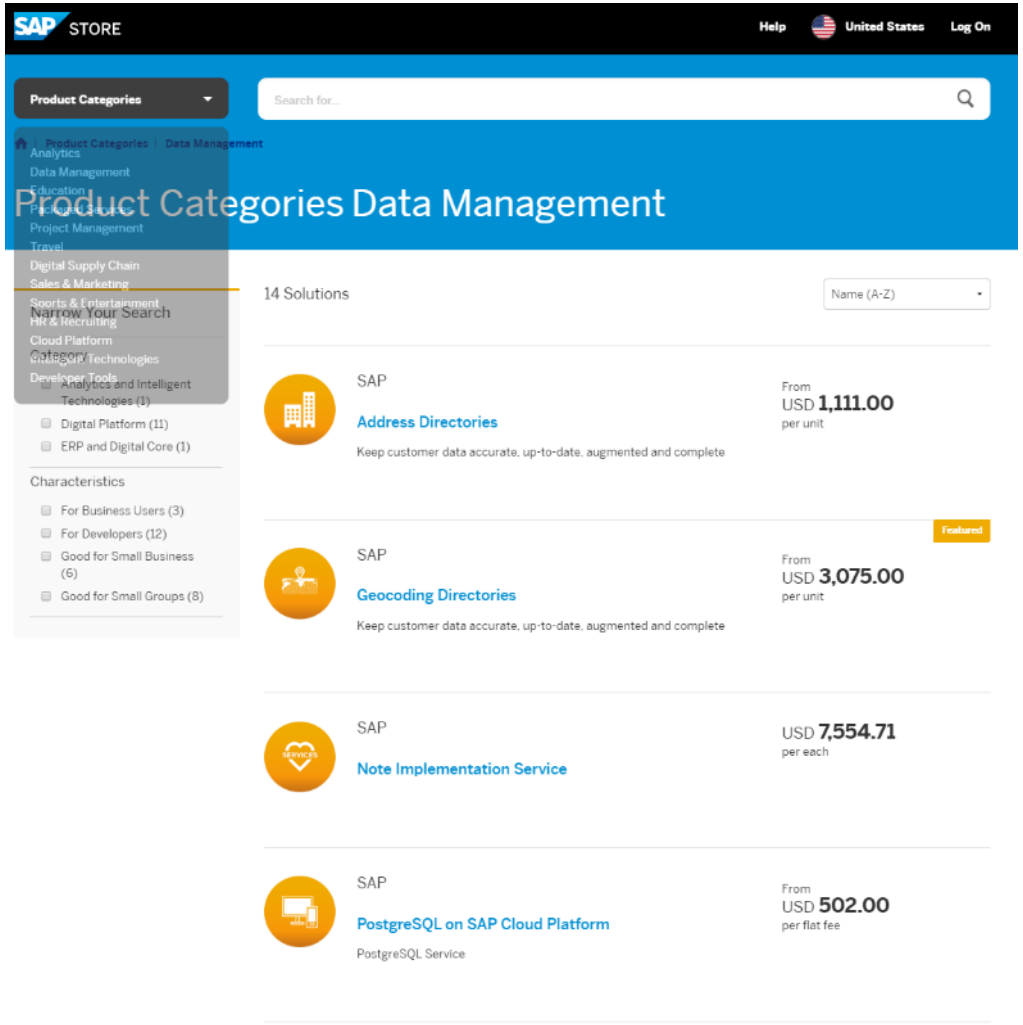
- You will need to provide credentials for your AWS account. Details are here: https://calstatic.hana.ondemand.com/res/doc_en/frameset.htm?042bb15ad2324c3c9b7974dbde389640.html

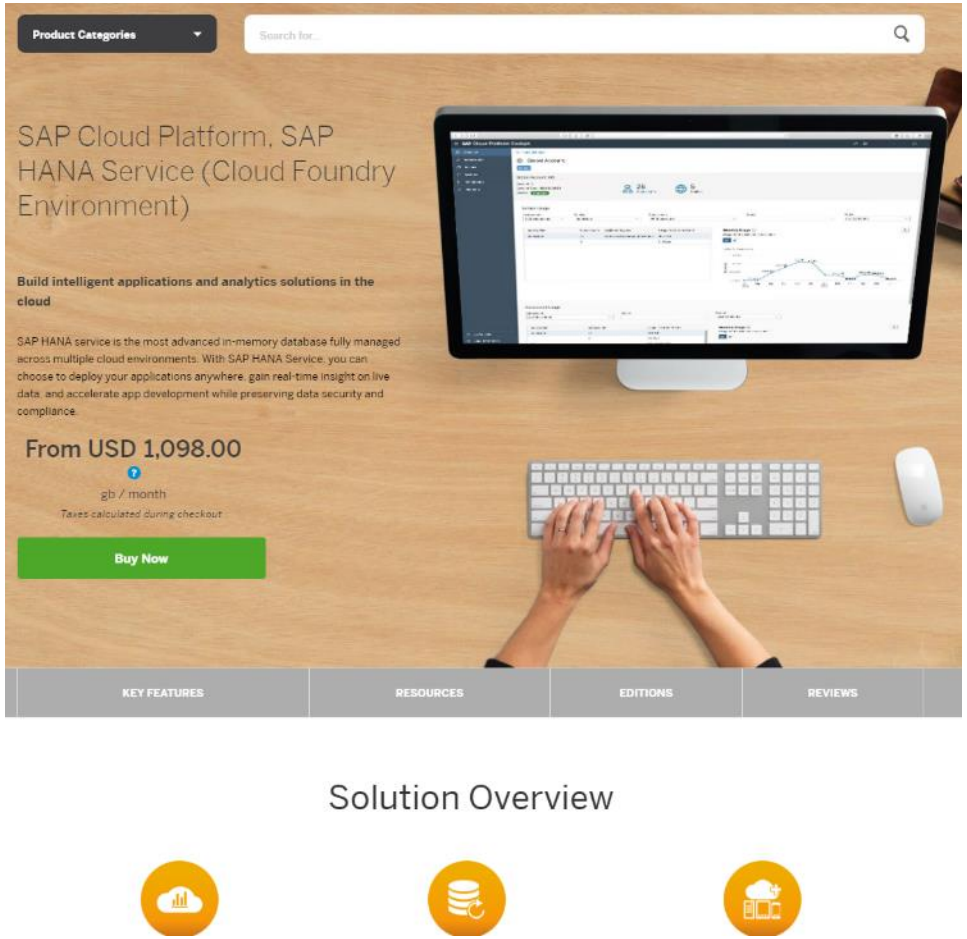


© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Trial software for download

https://www.sapstore.com





© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Training + Education

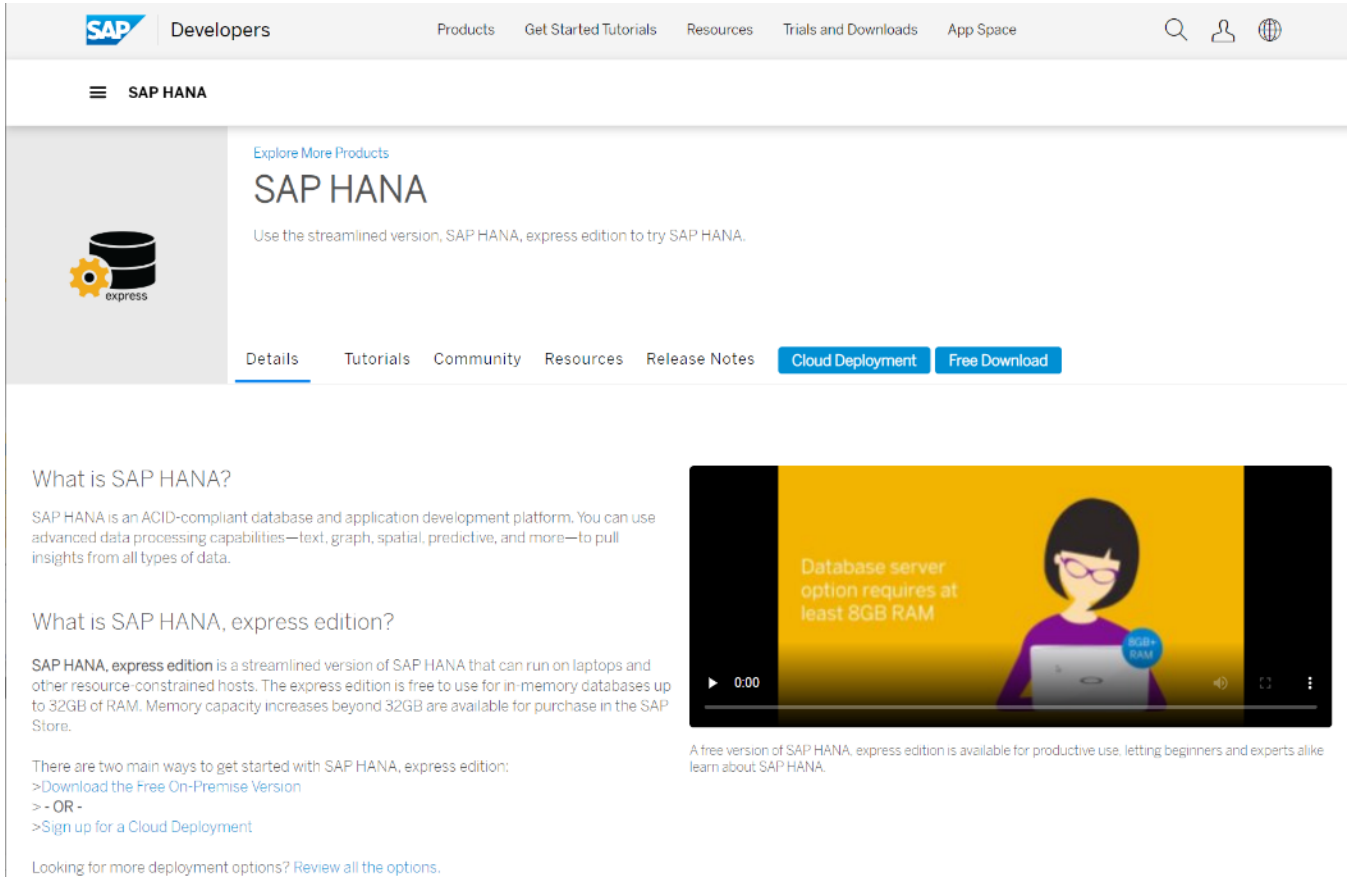
Free tutorials

https://developers.sap.com/topics/sap-hana.html

Overview, detailed, and what's new videos

Make sure to Follow to receive updates

(and bookmark, too!)

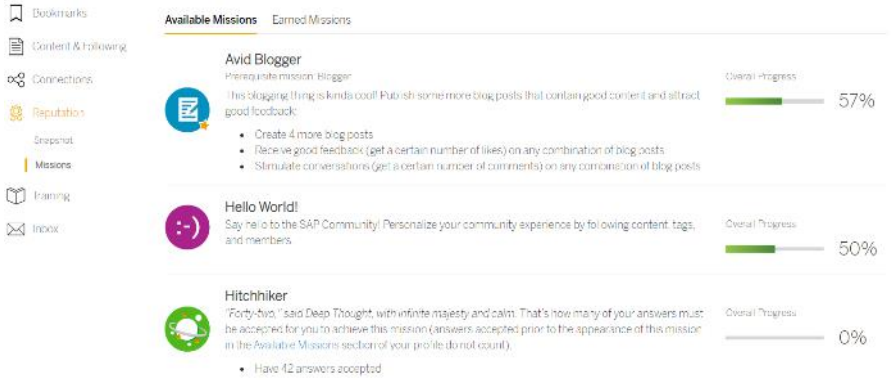


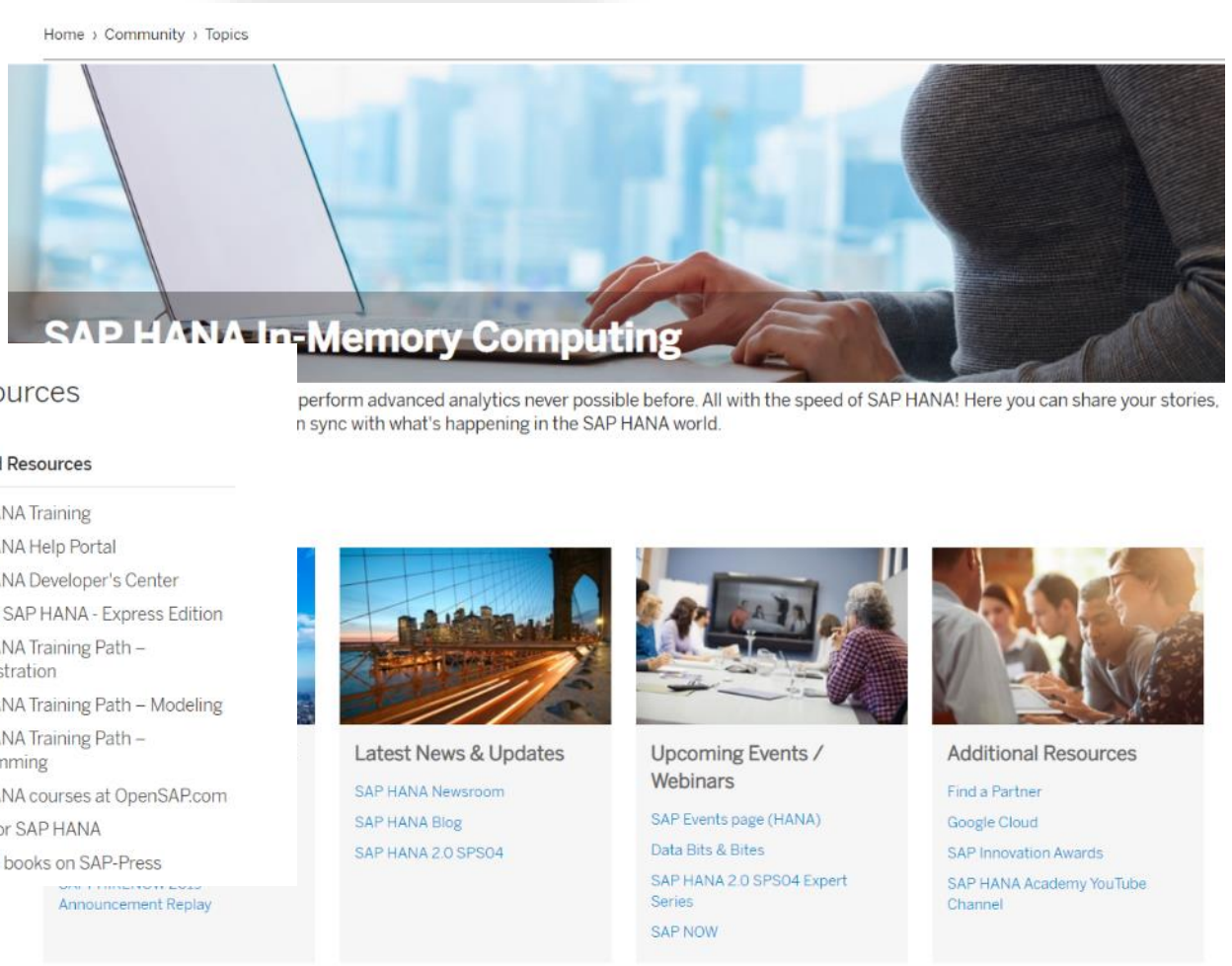
© 2020 SAP SE or an SAP affiliate company. All rights reserved.

SAP Community --Overview

https://community.sap.com/topics/hana

- Content curated by community volunteers and SAP
- Make sure to click Receive email notifications to get details to your Inbox
- Participate in the Missions for extra badges
  - Choose your profile, and go to the Reputation tab
  - Get the HANA Product Support Newsletter
  - Data Bits & Bites for Busy People webinars



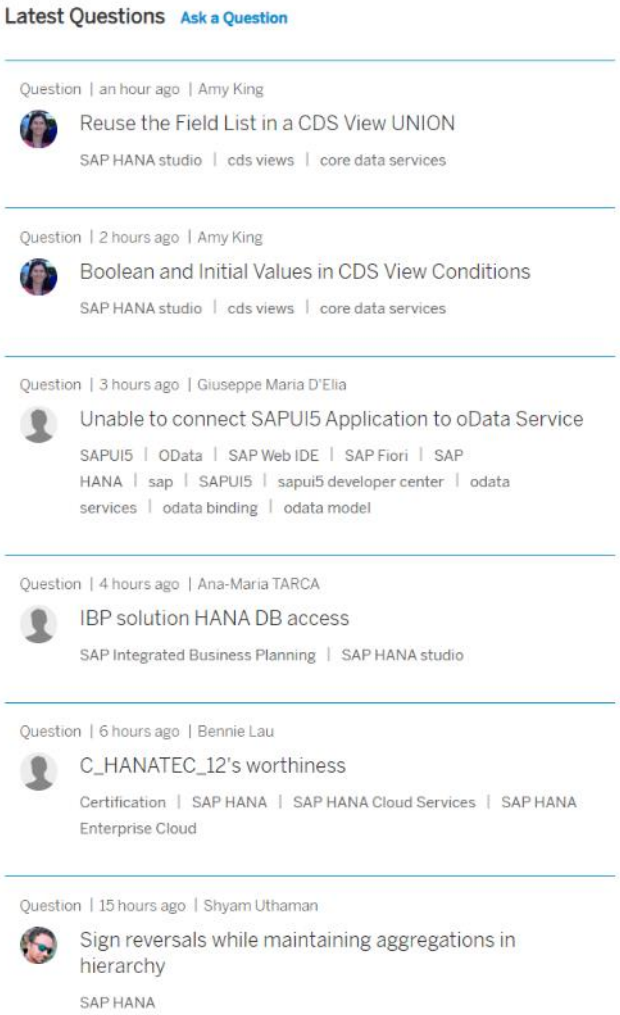


© 2020 SAP SE or an SAP affiliate company. All rights reserved.

SAP Community Network-- Discussions

Ask questions! Community members usually reply quickly.

- Deployment questions (how many deploy Solution Manager, for example)
- Advice from the community
- Planning questions



© 2020 SAP SE or an SAP affiliate company. All rights reserved.

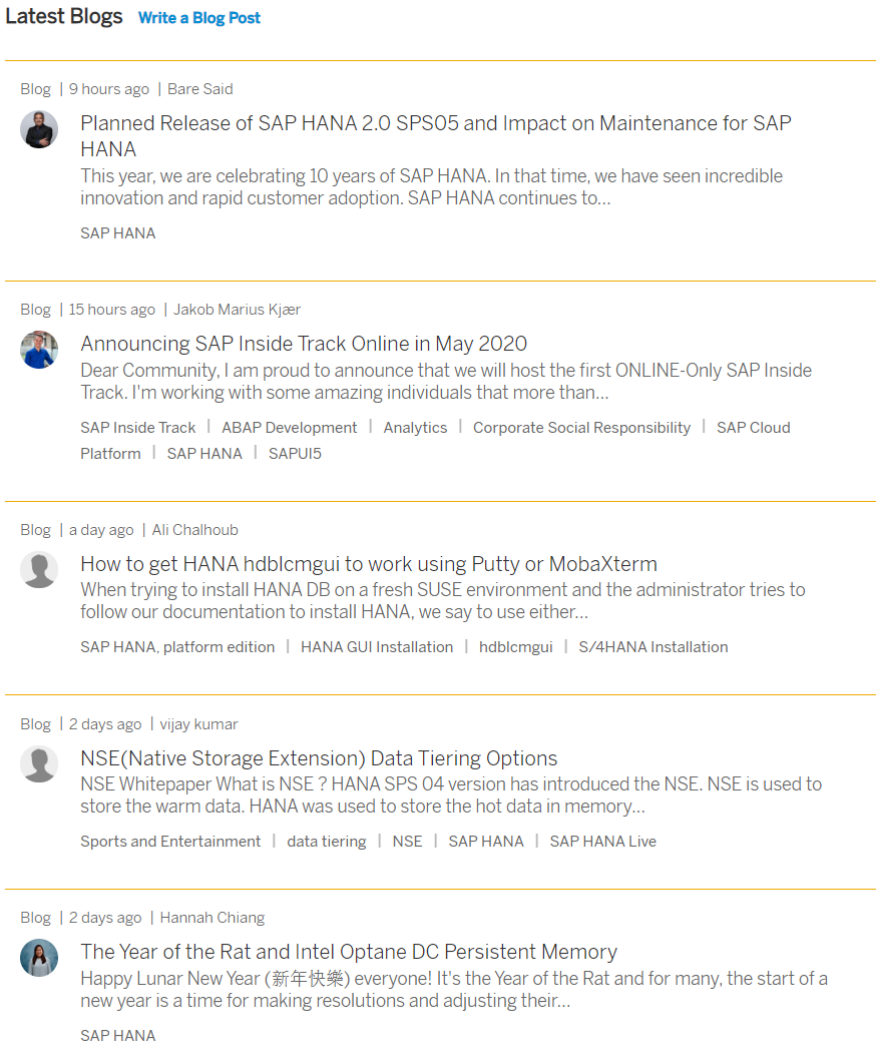
SAP Community —Blogs and documents

Blogs tell stories

- Missions and offers
- What sessions to go at events
- Highlights of webinars
- What is coming next.

Documents provide presentations and details

- Modeling and security advice
- Performance optimization details

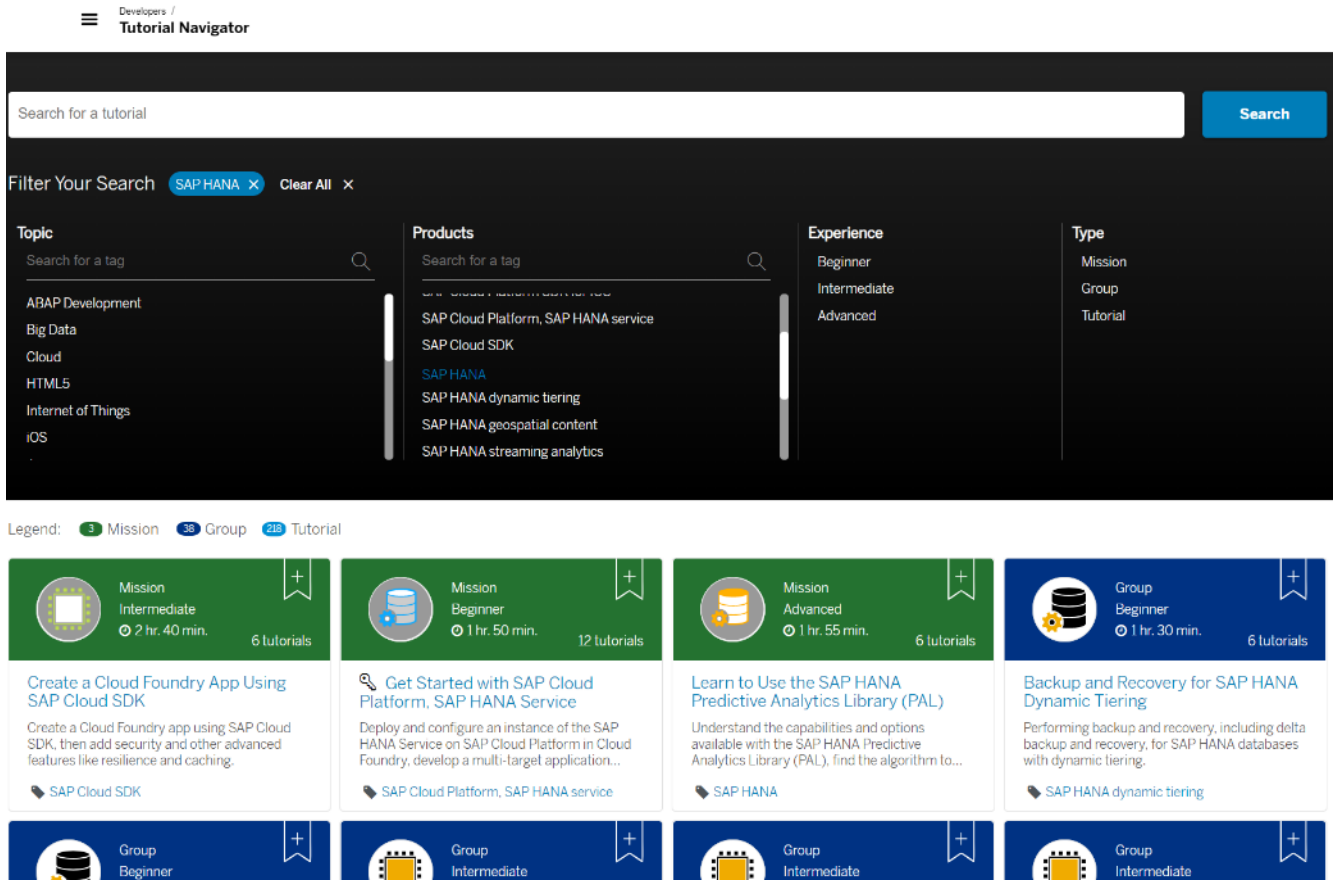


© 2020 SAP SE or an SAP affiliate company. All rights reserved.

SAP Community --Tutorials

https://developers.sap.com/tutorial-navigator.html?tag=products:technology-platform/sap-hana

- Tutorials are available for nearly all products. Quick videos on how to use a feature



© 2020 SAP SE or an SAP affiliate company. All rights reserved.

openSAP Courses

Numerous free course still available for self-paced study

High Availability and Disaster Recovery with the SAP HANA Platform

Full-Text Search with SAP HANA Platform

Prepare for Your SAP HANA Certification - Development Associate

Software Development on SAP HANA (Update Q1/2019)

Text Analytics with SAP HANA Platform

SHINE Reference for Native SAP HANA Application Development

Introduction to SAP HANA Administration

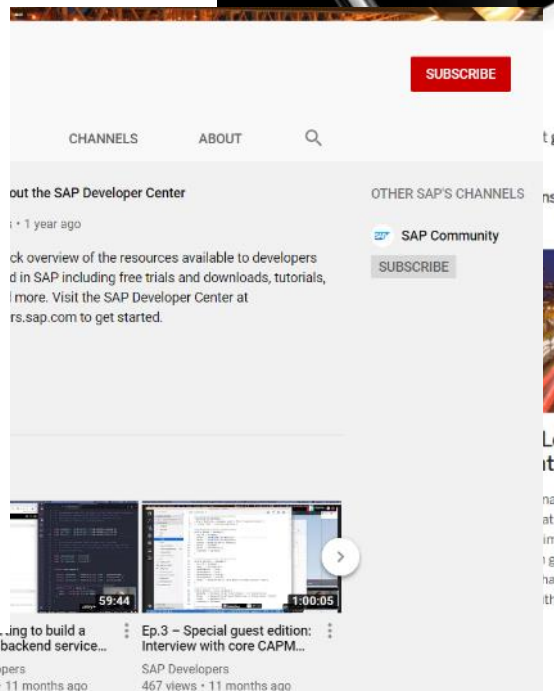
Spatial Analysis with SAP HANA Platform

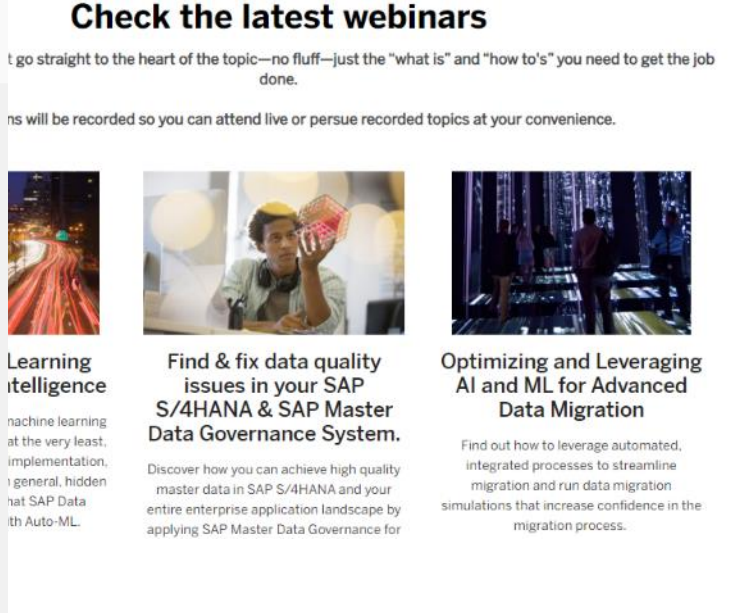
© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Data Bits & Bites for Busy People YouTube Live webinars

- Webinars do not require ASUG membership
- Webinars are recorded and posted on Community
- https://webinars.sap.com/data-bits-bites-sap-2019/en/home

YouTube Live: https://www.youtube.com/channel/UCNfmeIKDrvRmjYwSi9yvrMg





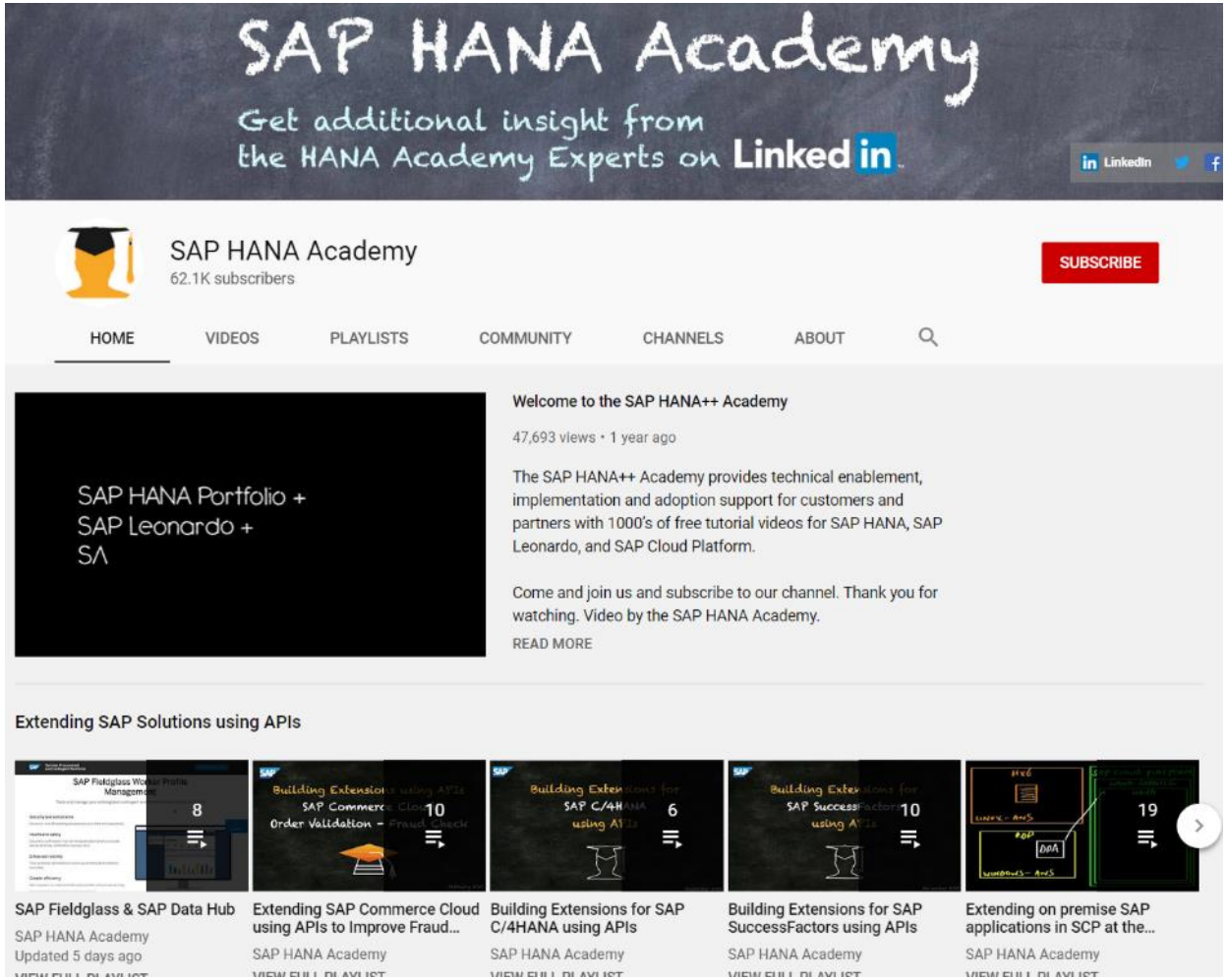
© 2020 SAP SE or an SAP affiliate company. All rights reserved.

HANA Academy

https://www.youtube.com/saphanaacademy

Streaming Content for Learning & Knowledge

- A number of different channels for you to Subscribe to



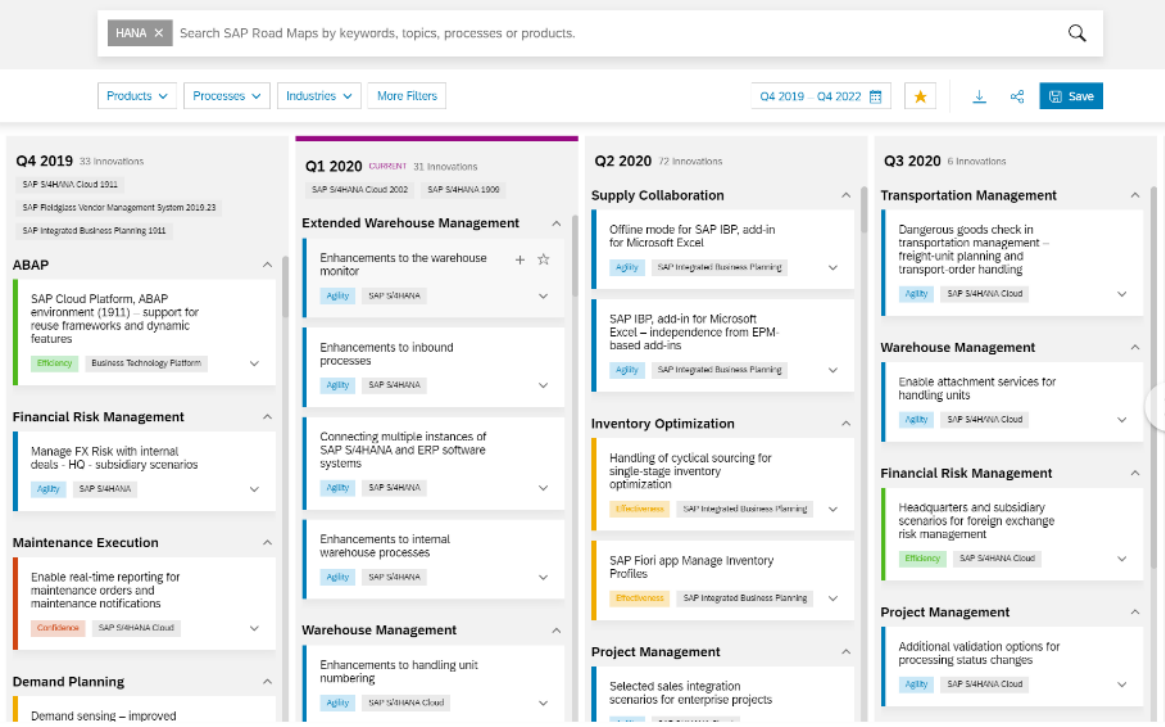
© 2020 SAP SE or an SAP affiliate company. All rights reserved.

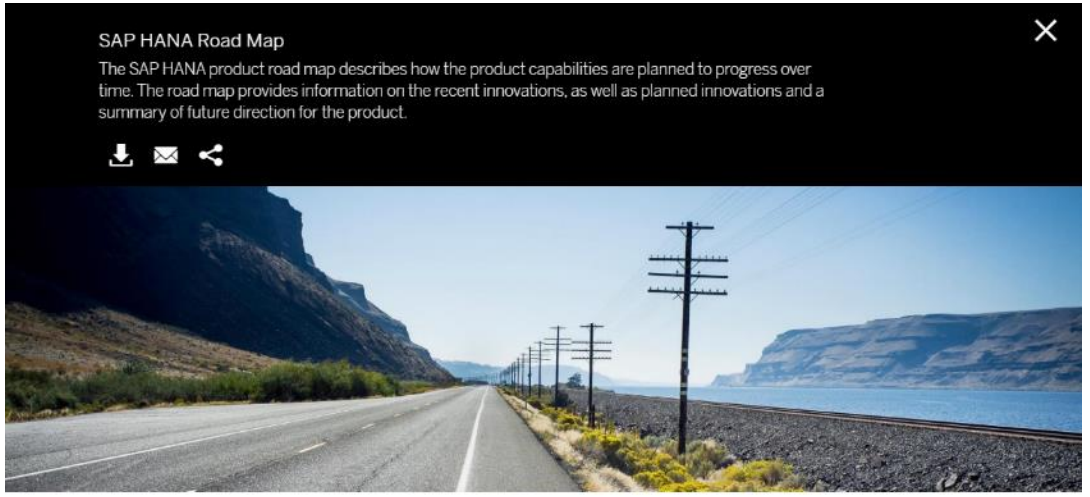
SAP Product & Solution Roadmaps

https://www.sap.com/products/roadmaps.html

Keep Informed on the SAP Roadmaps to the Future

- Roadmap Information and Webinars delivered via the site.
- Standard and new interactive roadmaps





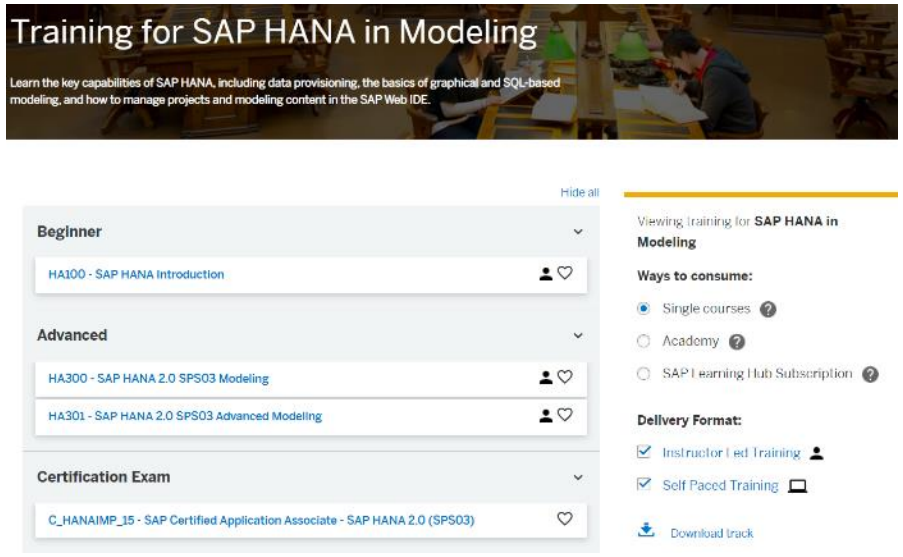
© 2020 SAP SE or an SAP affiliate company. All rights reserved.

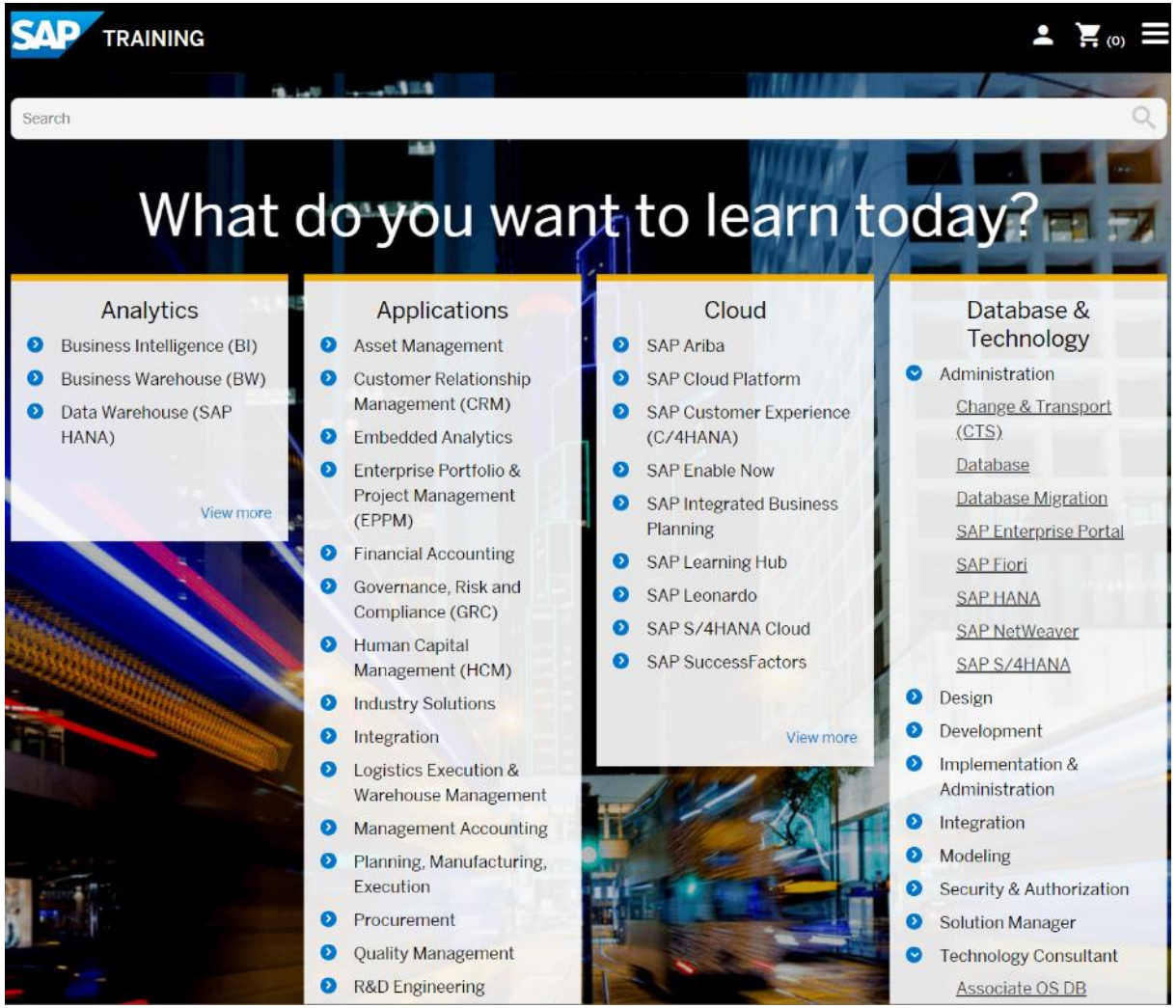
Learning Hub

http://training.sap.com

SAP Training and Certification Shop

- Immediate Cloud Based access to SAP Learnings
  - One stop repository for SAP Learning and Education access
  - Whatever the SAP Education topic we can help
    - Classes, sessions, trainings

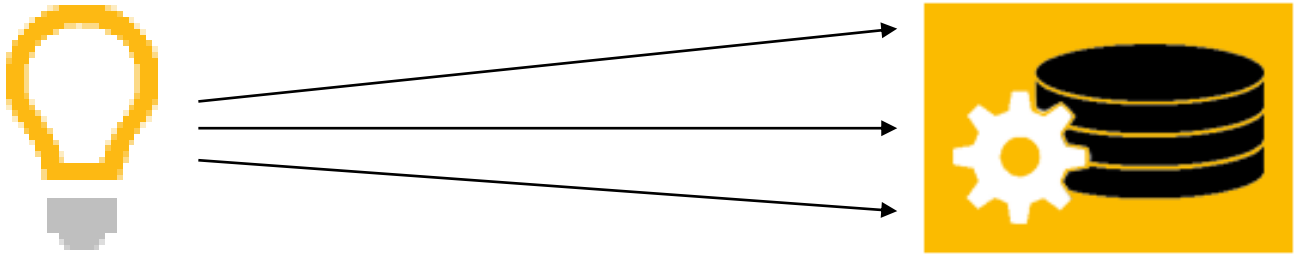




© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Introduction to SHINE
(SAP HANA Interactive Education) – Origin

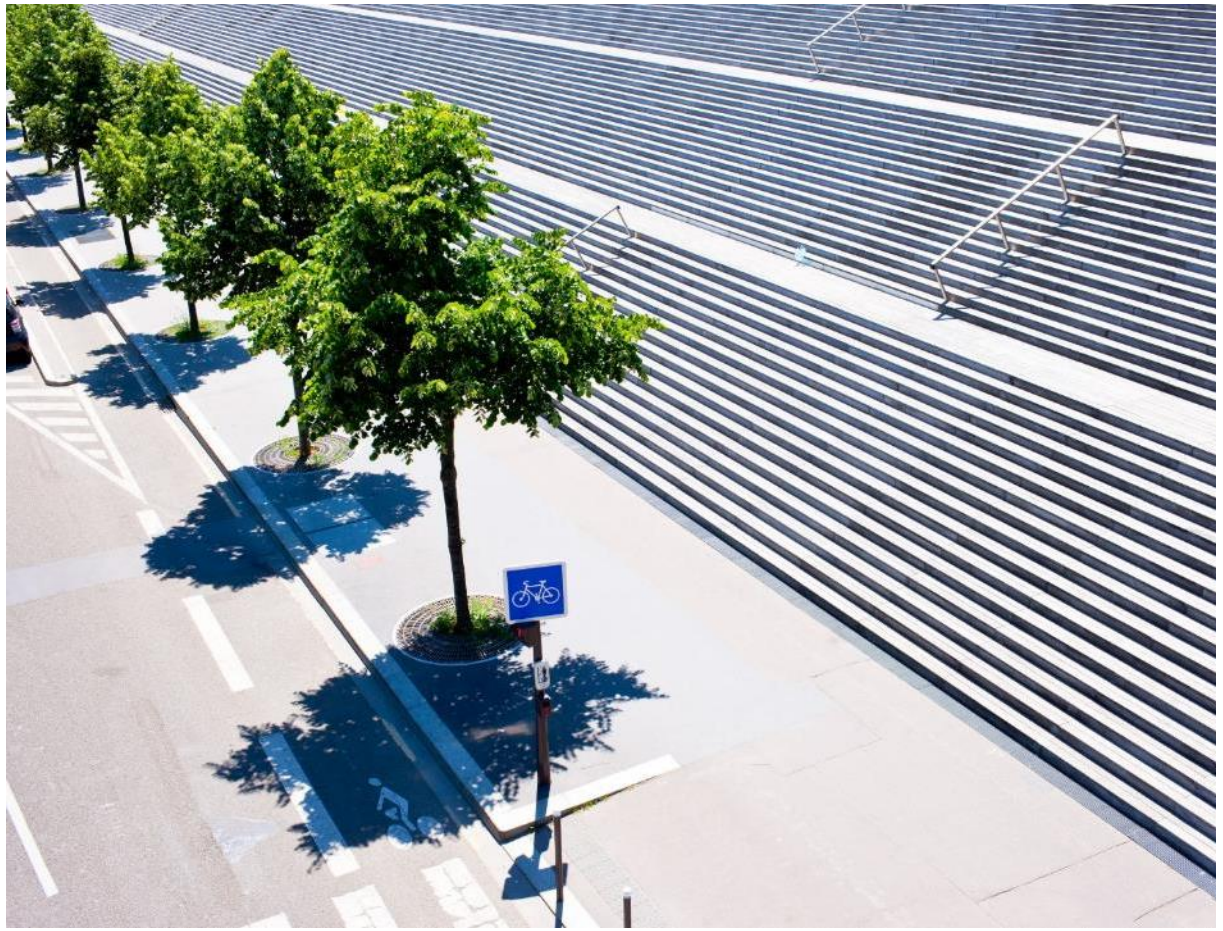
- SHINE came into existence in 2013 to shed light on SAP HANA and XS features
- It started from workshop training course materials (SAP HANA Native Development Workshop) for SAP HANA developers
- It's the one and only official demo content for native SAP HANA development
- Updated and maintained regularly with each SAP HANA SP
- The first release of SHINE was HANA 1.0 SPS 07, and the latest release is HANA 2.0 SPS 04



© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Introduction to SHINE
Purpose and objective

- Reference application for native SAP HANA application development
- Acts as a code reference
- Used for educational and demo purposes
- Showcases features of SAP HANA in a simple user story
- Decreases the learning curve of SAP HANA developers

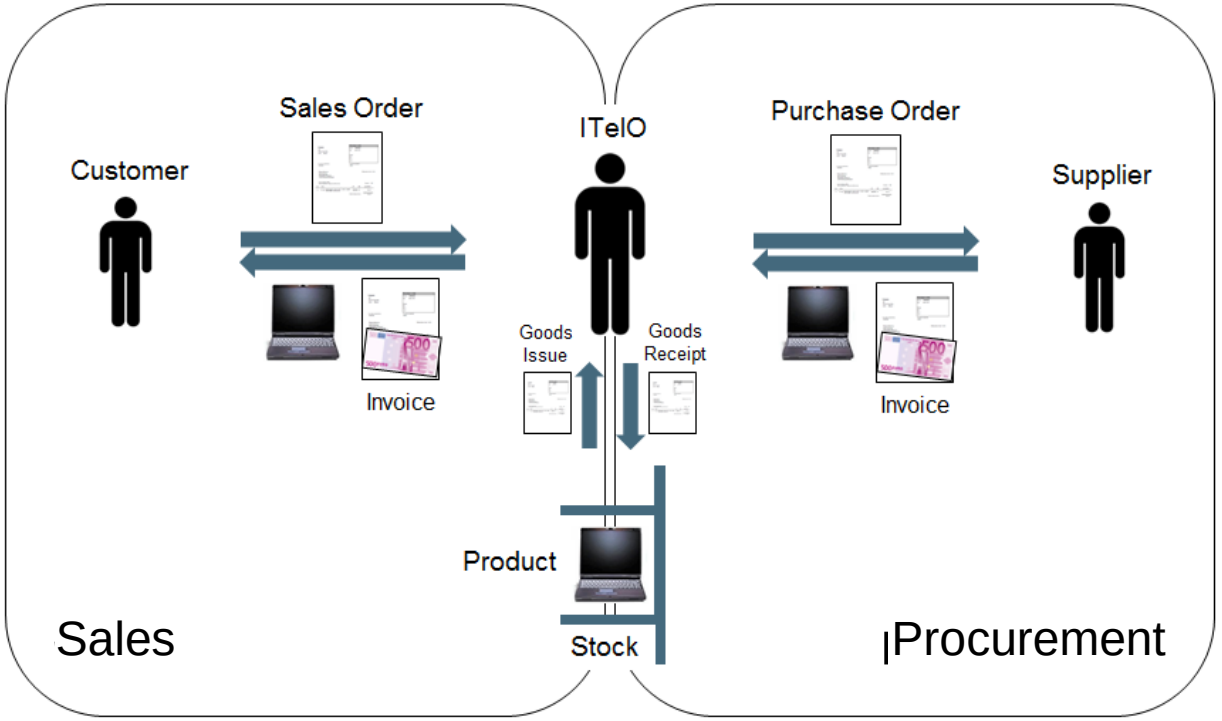


© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Introduction to SHINE

SHINE model – Introduction to EPM

- The data model of SHINE is based on the **Enterprise Procurement Model** (EPM)
- EPM is a demo application that integrates many SAP NetWeaver technologies that are used by SAP Business Suite applications
- EPM implements a business scenario that represents a small retail company called **ITeLO**
- EPM covers both the sales and procurement processes of **ITeLO**



Why EPM?

- Simple and easy-to-understand business model
- Tries to simulate standard business processes
- Corresponds to a real-life Business Suite application

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Architecture & Usability
Refined

- **Micro services segregated based on business scenarios**

  Two micro services in Node.js and one in Java

- **Multiple containers**

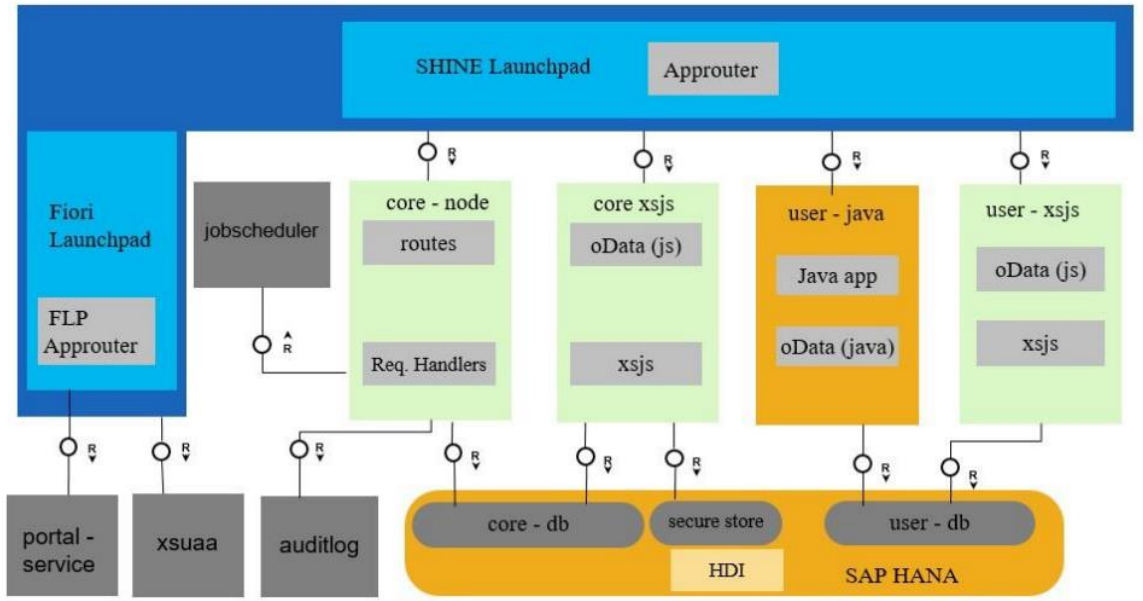
  One container for Sales and Purchase Master and Transaction data and the other for user data

- **Multiple runtimes**

  Polyglot application with some parts written in java and other in Node.js

- **Node.js and xsjs**

  Javascript code both, Node.js and xsjs both as separate runtime containers



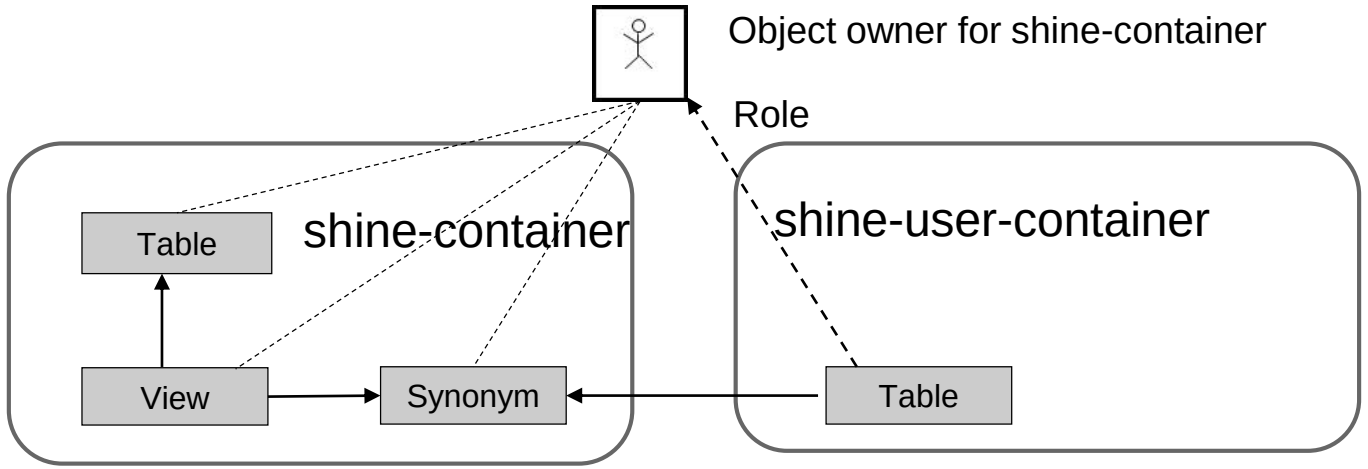
© 2020 SAP SE or an SAP affiliate company. All rights reserved.

HANA Deployment Infrastructure
Cross Container Access - Multiple Containers

- Multiple containers
  - shine-container

    Contains all Master Data and Transactional Data Sales and Purchase
  - shine-user-container

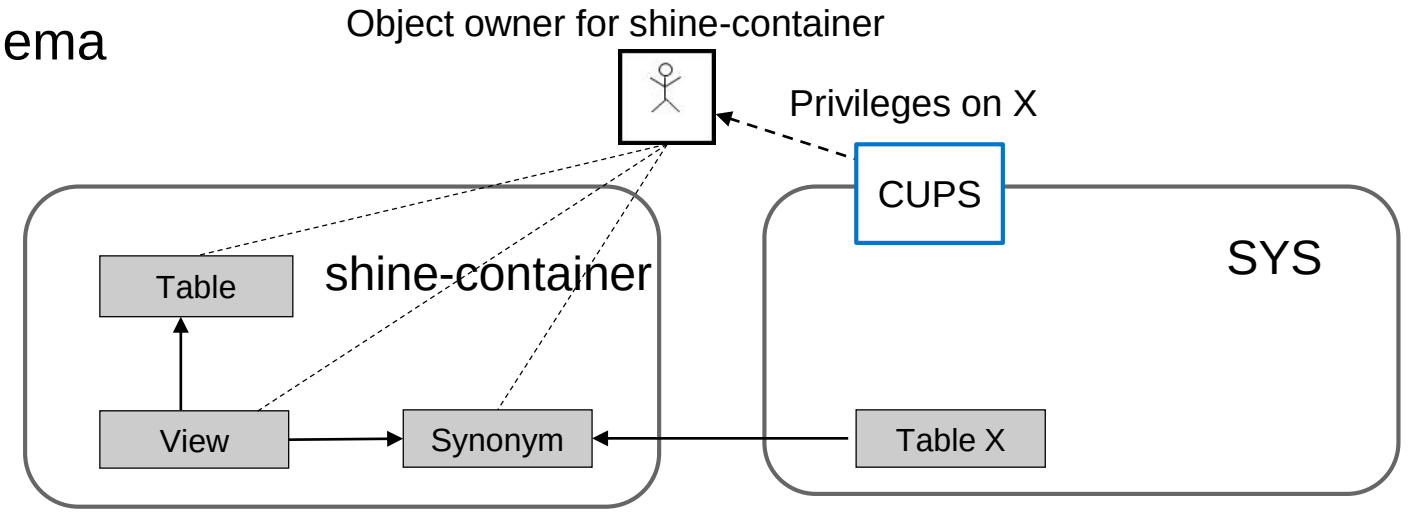
    Contains all tables for User management
- Synonyms used to access table from one container in another container
- Role to grant privileges to object owner of grantee container



© 2020 SAP SE or an SAP affiliate company. All rights reserved.

HANA Deployment Infrastructure
Cross Container Access – Foreign schema object

- Access tables in other schema
- User Provided Service (CUPS) to grant privileges of this external schema objects
- Synonyms for objects in the external schema



© 2020 SAP SE or an SAP affiliate company. All rights reserved.

SAP CodeJam

SAP CodeJam Program

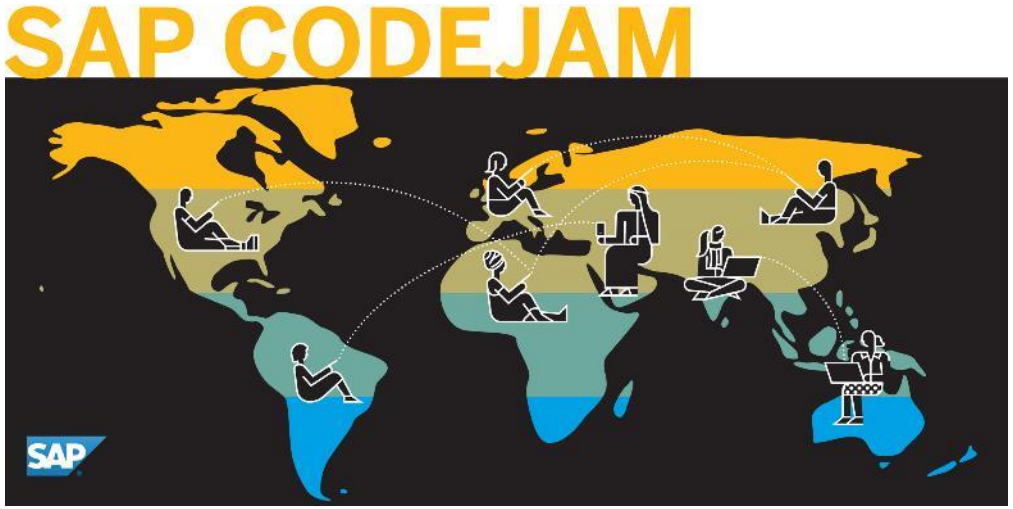
In a Nutshell

It's a 5-6 **hrs hands-on coding and networking** event where developers share their knowledge and collaboratively develop with SAP platforms and products in a fun and casual environment.

These events…

- Are developer-community oriented
- Led by SAP developers
- Explore products and platforms that have free developer trials available on the SAP Developer Center
- Are not training or certificate programs, no sales presentations are included in the agenda

For more information about the program and how to request an event, visit: https://community.sap.com/events/codejam.



© 2020 SAP SE or an SAP affiliate company. All rights reserved.

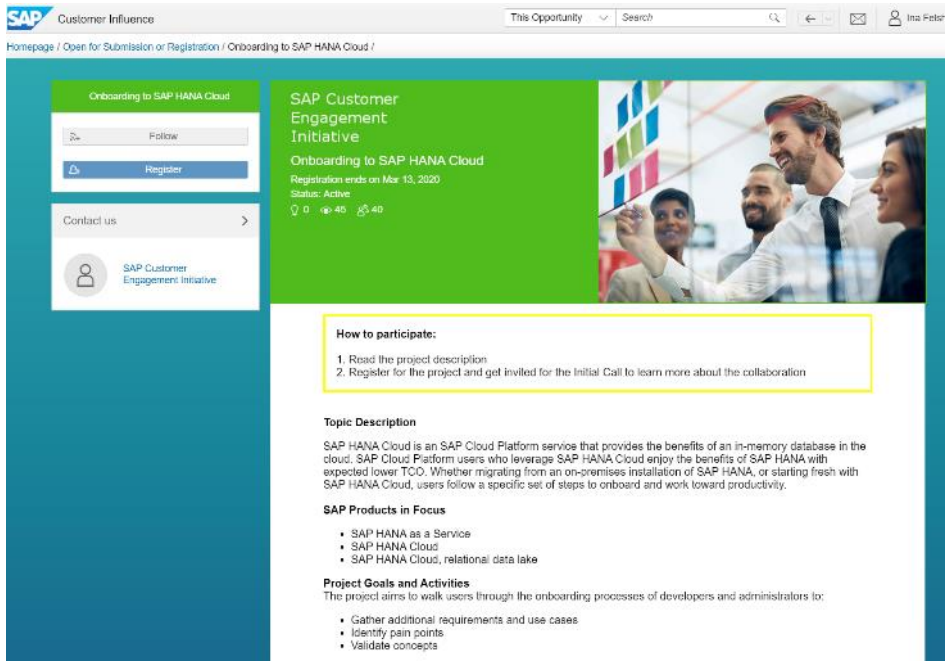
Feedback

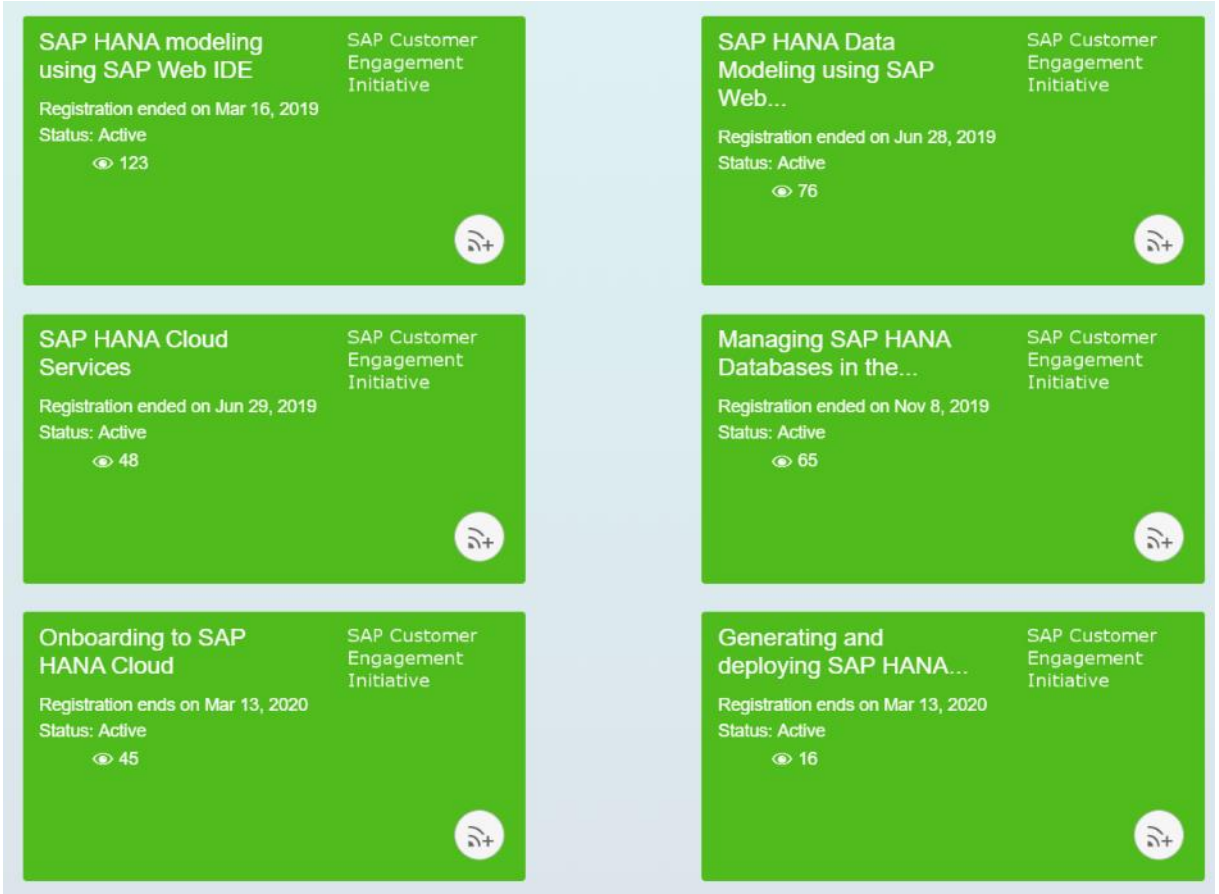
Crowd Source your feedback and vote on ideas

Customer Influence and Adoption

https://www.sap.com/about/customer-involvement/influence-adopt.html

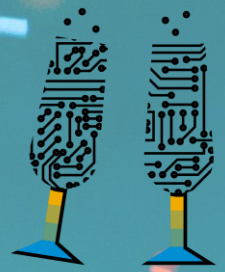
- Participate in Customer Engagement Initiatives
- Sign up to influence future CEIs like this one for HANA Cloud





© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Go Live Party!



Two most exciting words in business:

Go. Live.

Customer, partner, or AE can register and nominate customers through the Go Live portal **(sap.com/golive)**

- Contact details
- Key solutions used (must include HANA , EIM, DWC, or Analytics)
- Value realized or expected
- Go Live party date

We send fun swag and pizza for your party! Then just tweet a pic of the Go Live party to #SAPGoLive and #SAPCommunity.

Thank you

Thomas Jung
Thomas.Jung@sap.com
@Thomas_Jung

Ina Felsheim
Ina.Felsheim@sap.com
@InaFelsheim

Support

Live Business needs live support

Next-Generation Support for the intelligent enterprise

Traditional SAP support

Industry-leading proactive and preventive support across all deployment scenarios

Next-Generation Support

Groundbreaking support for the intelligent enterprise

Self-service and incident prevention
to avoid incidents

Real-time interaction
to speed your time to issue resolution

Digital support experience
to seamlessly integrate with built-in support

Artificial intelligence and machine learning
to accelerate paths to relevant

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Live Business needs live support

Next-Generation Support for the intelligent enterprise

Self-service and incident prevention

Next-Generation Support has several comprehensive solutions – so you never have to ask a question, and if you do have a question, you receive an answer instantly.

- SAP Support Portal
- SAP Knowledge Base Articles (KBAs) via Google search
- Automatic translation
- SMS notifications
- Guided Answers
- SAP BusinessObjects BI support tool
- Automated search for SAP Notes
- Performance Assistant
- SAP Community
- Support by Product

Real-time interactions

We offer real-time support channels with live and direct access to SAP's support experts.

- Expert Chat
- Schedule an Expert
- Ask an Expert Peer
- Schedule a Manager
- Call-1-SAP & Customer Interaction Center (CIC)

Digital support experience

Benefit from a seamless and intuitive omnichannel support experience with personalized, context- sensitive support when and where you need it.

- SAP ONE Support Launchpad
- Incident creation application
- Social Media integration
- Built-in support
- Cloud Availability Center
- SAP Cloud Trust Center

AI / Machine Learning

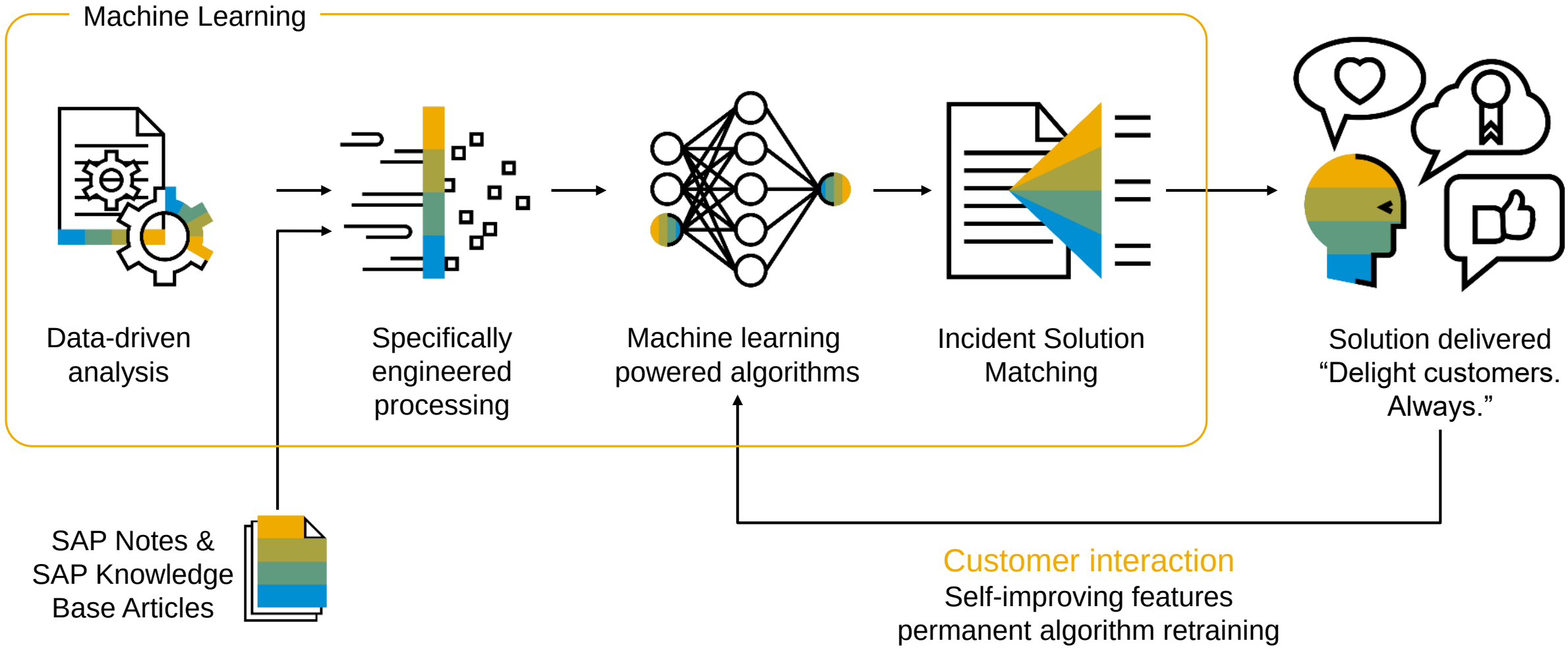
SAP constantly innovates to improve our products and provide you with a world-class support experience.

- Thought leadership
- Artificial Intelligence / Machine Learning
- Incident Solution Matching

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Incident Solution Matching

Machine learning service for Product Support



© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Artificial intelligence and machine learning

Incident Solution Matching

Incident Solution Matching automatically proposes solutions based on *incident data (e.g. incident description)* in the incident creation form and the view or edit form of open incidents in SAP ONE Support Launchpad.

Overview

- A new machine learning service based on Artificial Intelligence (AI) technology
- Automatically recommends solutions from SAP Notes and SAP Knowledge Base Articles when you create a new incident or view/edit an open incident
- Potential matches are ranked according to their semantic relevance based on incident data
- Accelerates the process of finding relevant solutions by learning from past incidents

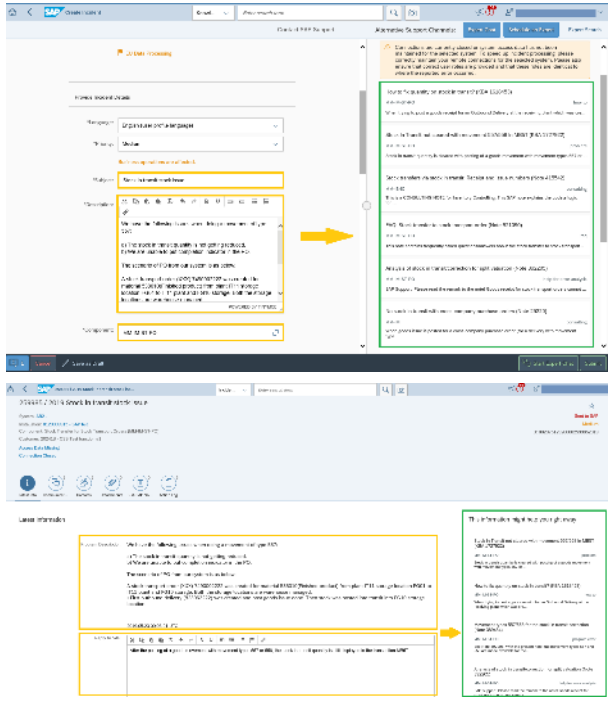
Benefits

- Faster resolution time by receiving proposed solutions for your issue
- Find relevant SAP Notes and SAP Knowledge Base Articles in one quick step without manual searching effort
- The more you use *Incident Solution Matching*, the more relevant the recommendations become

Access

- Simply access the SAP ONE Support Launchpad
- Go to the incident creation form
- Describe your issue as concisely as possible
- Automatically receive suggested solutions ranked in order of relevance in the right pane
- Select a component to further refine the results
- Access your incidents inbox and open an existing incident to view or edit
- Automatically receive suggested solutions ranked in order of relevance in the right pane of the

Preview



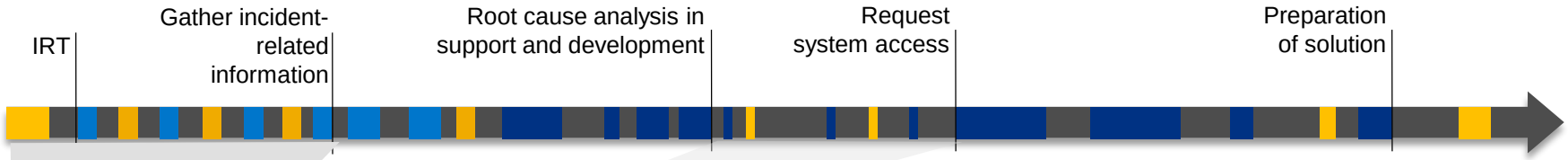
© 2020 SAP SE or an SAP affiliate company. All rights reserved.

Live support with Expert Chat and Schedule an Expert

Optimizing the incident flow

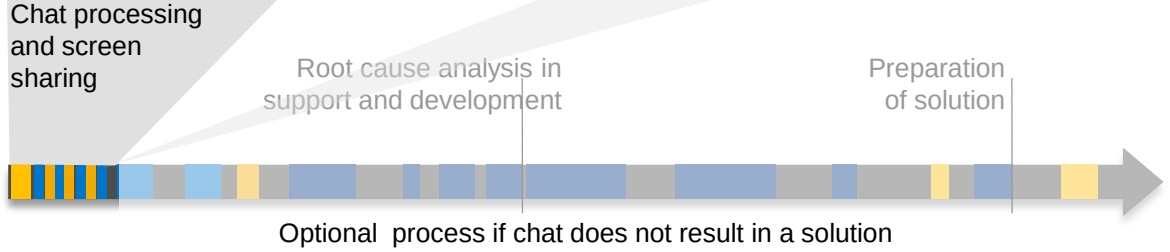
ILLUSTRATIVE

Typical incident flow
Traditional incident



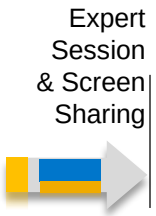
∅ 6 replies to customer
14-45 days processing time

Optimized incident flow
with Expert Chat



~5,000 sessions / week
60-70% solution rate
~30 min ∅ length of chat duration

Optimized incident flow
with Schedule an Expert



600 sessions / month
40-50% solution rate
30 min length of call duration

© 2020 SAP SE or an SAP affiliate company. All rights reserved.