



INFLUENCING

Customer Connection – Enable the Installed base

Kick-off Meeting for Customer Connection HCM

March 1st, 2012



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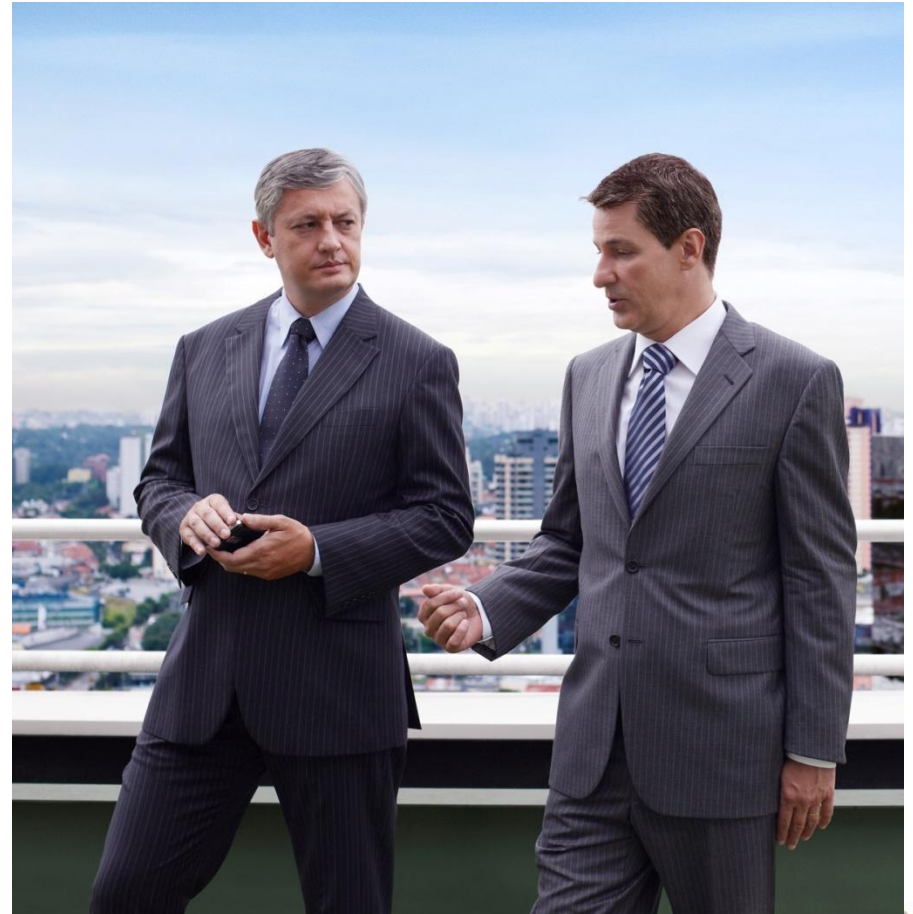


SAP's customers ask for ways to influence SAP products

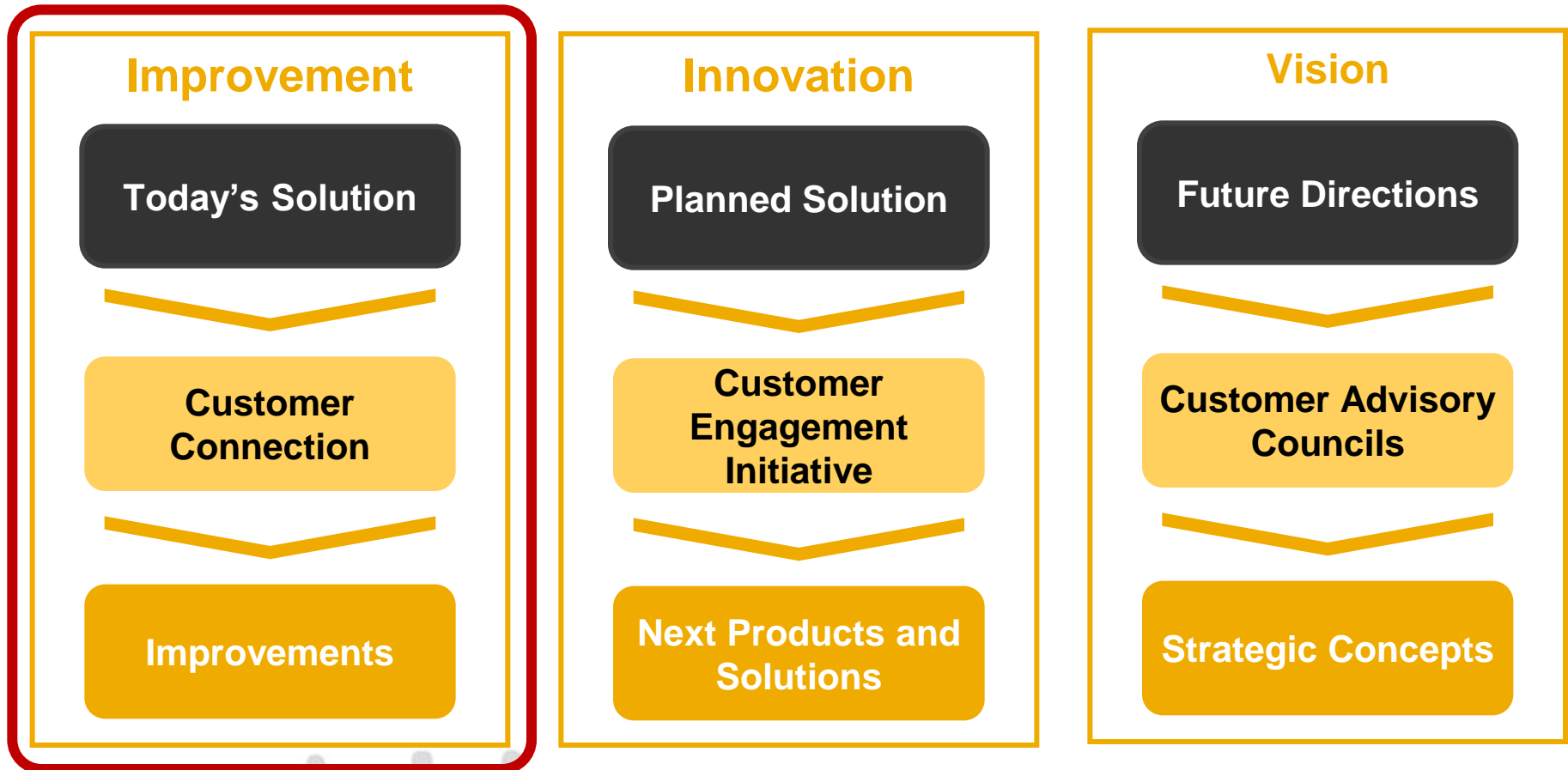
How can I influence **continuous improvement** of SAP products?

How can I co-**innovate** with SAP to shape the next products and releases?

How can I share the **vision** of my future business with SAP?



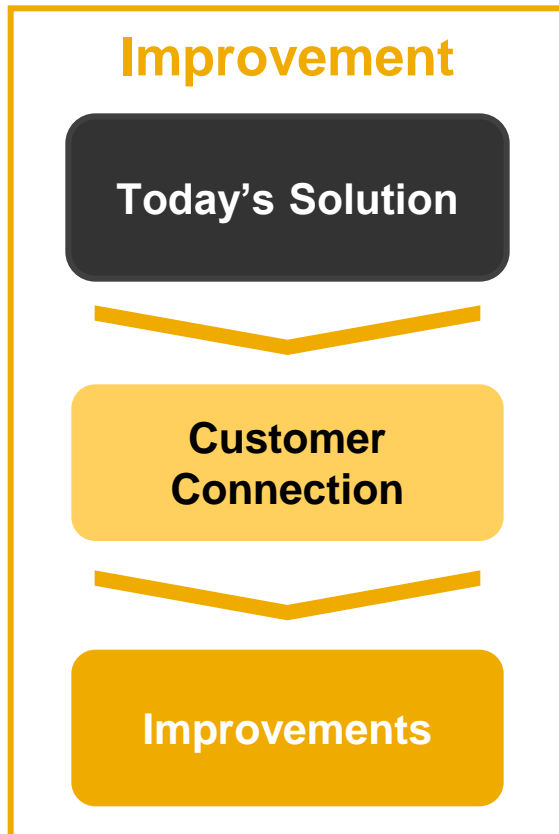
SAP offers three channels for customer influence, each with a different focus



For more information: <http://service.sap.com/influence>



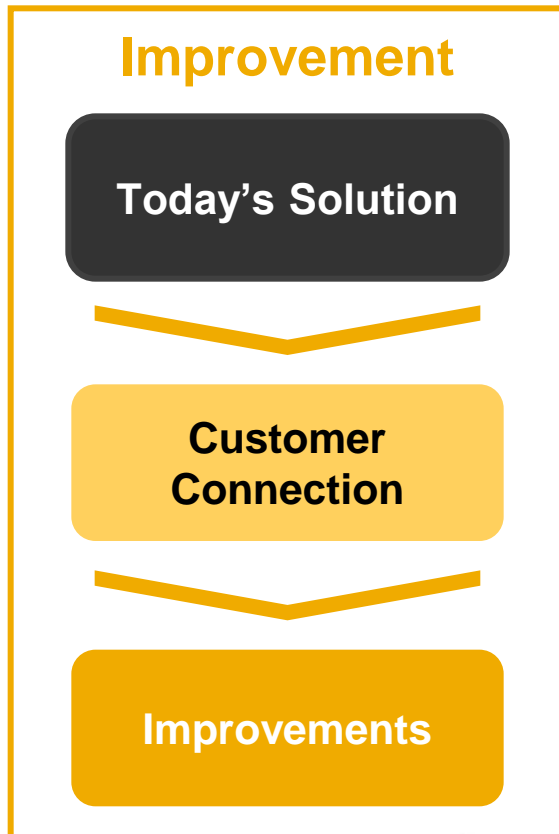
Customer Connection Objectives



- Improvements for SAP's products and solutions **in productive use**
- Simple deployment for customers for **easy and fast adoption**
- **Customer driven** approach with clear responsibilities



Customer Connection Key Characteristics



- **Collaboration between Customer Communities and SAP** to define Focus Topics, and collect and implement Improvement Requests
 - Improvement Requests provided by customers
 - Minimum 5 subscribed customers required per Improvement Request - productive use directly after shipment expected
 - Transparency on decision and execution status
- Structured along **Focus Topics**: projects with fast cycle times and dedicated scope
- Supported by collaboration platform: **Customer Connection Idea Place**
- Delivered as **Notes or Support Packages**



Scope for HCM project

In Scope:

Content

- Time Management, incl. ESS / MSS aspects
- Organizational Management / Personnel Administration

Size / Complexity

- Functional improvements and roundups with small effort
- Individual customer solutions, which might be interesting for other customers as part of the standard

Global / Local

- Requirements related to the global core product

Out of Scope:

Content

- Anything other than Time Management and OM / PA

Size / complexity

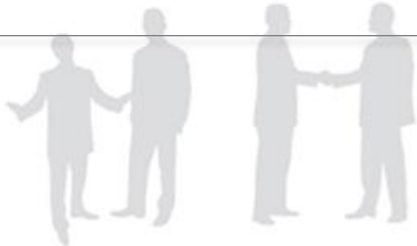
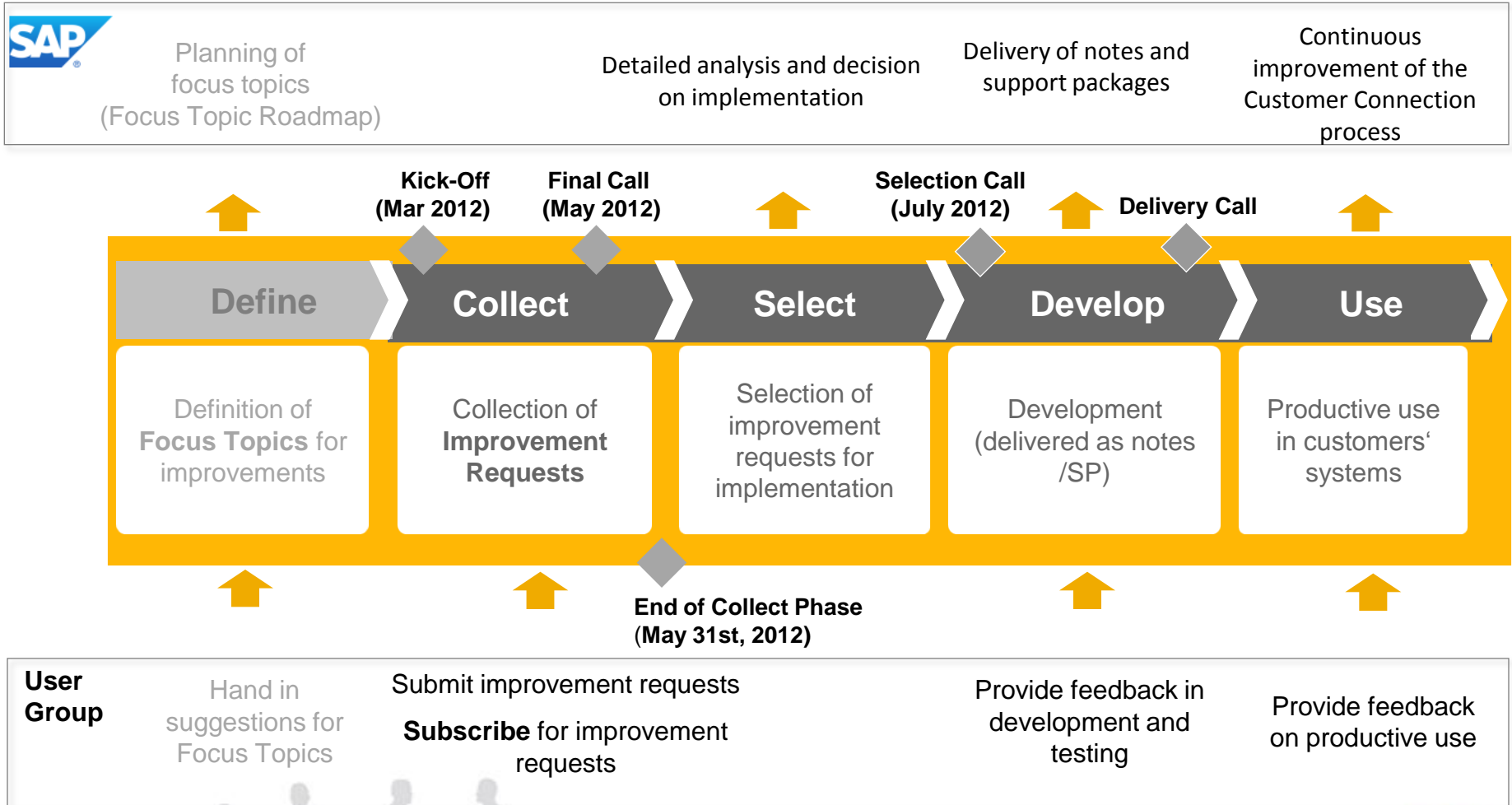
- Large, new functionality, e.g.
 - User interface technology switch
- Structural changes to the product

We are still in clarification whether we can offer to address local requirements – we will inform you shortly.

If in doubt whether your requirement fits in the scope, please submit it – we will check and get back to you!



Process and Timeline for Customer Connection HCM - Time Mgmt., OM / PA



The Collect Phase: Customer Roles and Responsibilities (per Request)



Improvement Request
Owner

Automatically assigned to the customer posting the Improvement Request

- Post the initial Improvement Request
- Promote for Subscribing and Voting
- Check and consolidate comments
- Central point of contact for SAP throughout the process
- Support development phase: specification, test, validation



Subscribed
Customers

Minimum 5 companies required represented by minimum one employee per Improvement Request

- Subscribe to Improvement Request in Idea Place
- Plan for productive use
- Support development phase: specification, test, validation (optional)
- Become an active reference (optional)



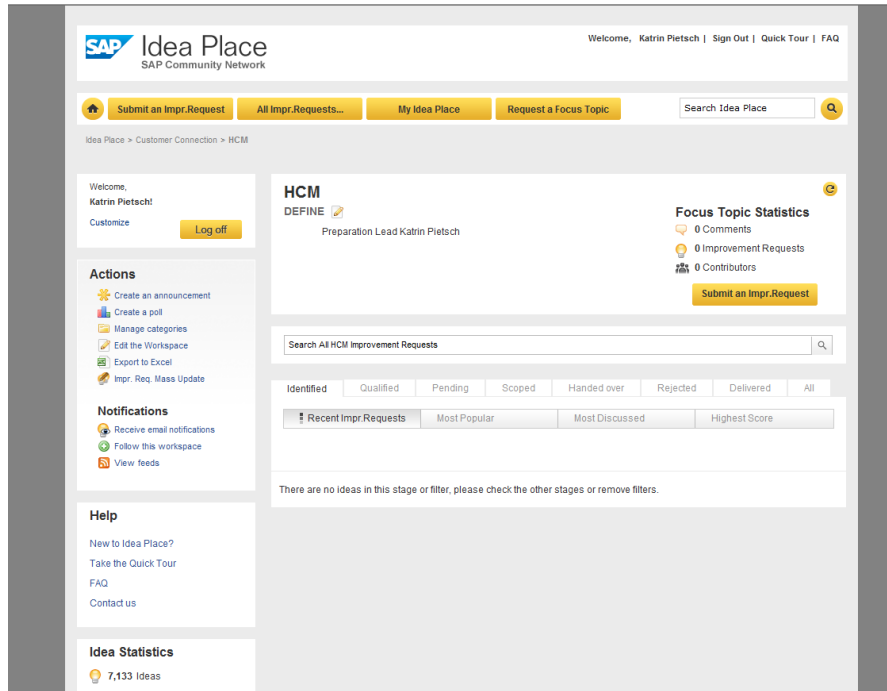
Others

All customers with access to the Customer Connection Idea Place

- Vote, comment and get informed on submitted Improvement Requests



The Collect Phase: Supported by Idea Place – global tool to collect Requests



Basic Principles

- Global and common
- In English
- Common, restricted space for all participating Customer Communities
- One global 'Improvement Request Owner'
- Global recruitment of 'subscribed customers'

Additional Information

- User has to register and accept Terms of Use to get access to Customer Connection space
- Help regarding tool/process: customer-connection@sap.com

Public Idea Place (first registration only; content not relevant for Customer Connection): <http://ideas.sap.com>

Customer Connection Idea Place (access to all Focus Topics): <https://cw.sdn.sap.com/cw/community/ideas/cc>

Customer Connection HCM spaces:

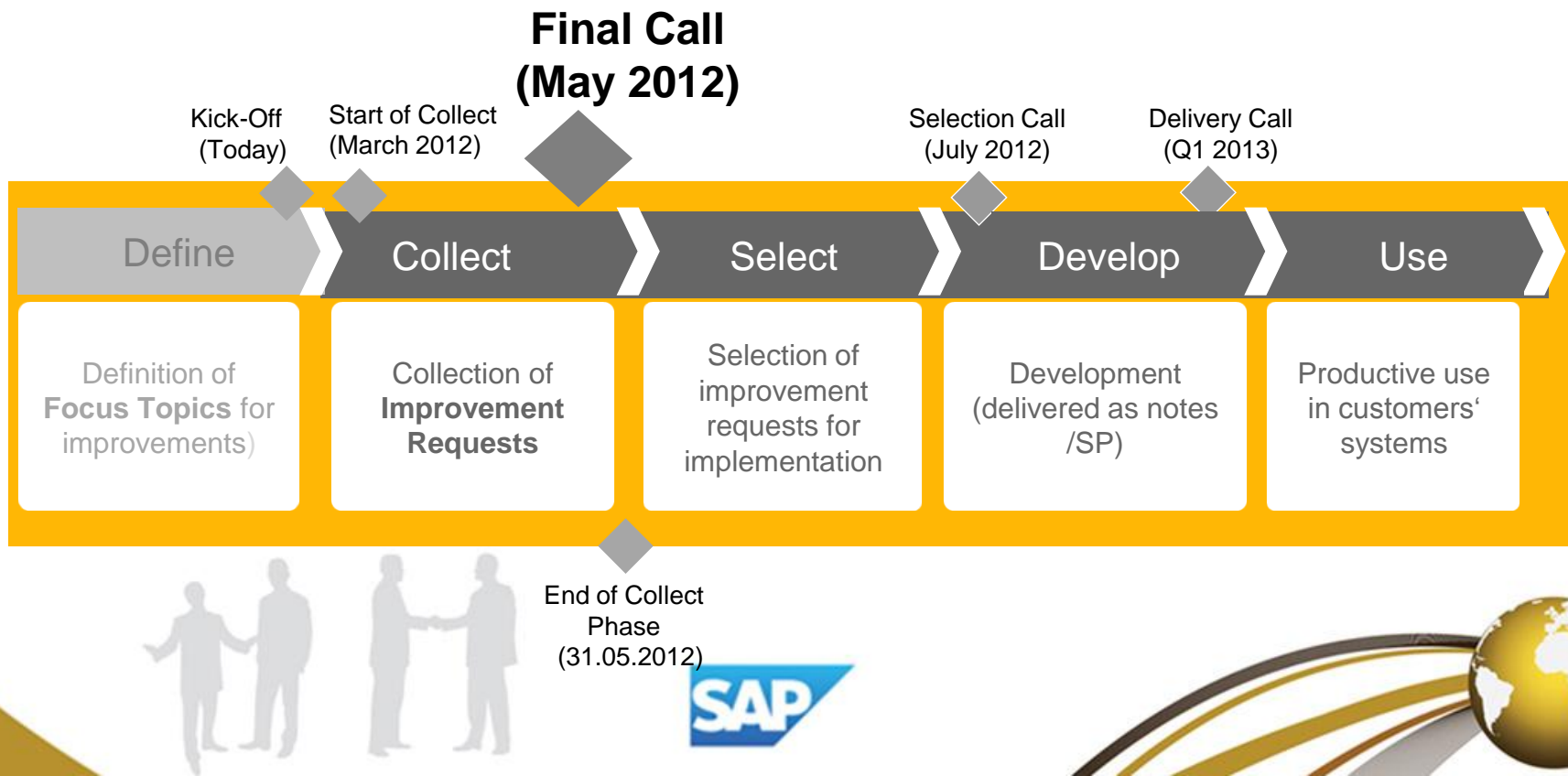
<https://cw.sdn.sap.com/cw/community/ideas/cc/hcm> (Time Mgmt)

<https://cw.sdn.sap.com/cw/community/ideas/cc/hcm> - organization management personal administration (OM / PA)



Next Steps

- Register for Idea Place
- Create Improvement Requests, subscribe, vote and comment in Idea Place
- Participate in next alignment call, at latest in the Final Call



Questions and discussion

Thank You



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