Customer Influence: SAP Customer Connection

Global Customer Kickoff
GRC – Process Control & Risk Management 2018

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March 21, 2018

PUBLIC

THE BEST RUN **SAP**

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Agenda

- The SAP Customer Influence Framework

- Scope and Timeline of this Focus Topic project

- Tools supporting project collaboration

- Next Steps

- Questions & Answers

The SAP Customer Influence **Framework**
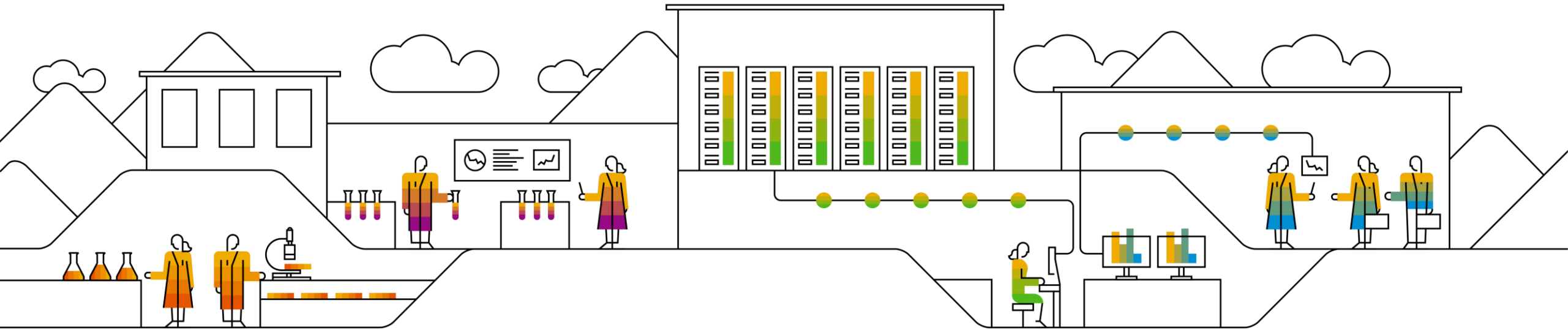
Find the right channel and engage with SAP

SAP established several customer channels to influence SAP products, corresponding to all phases of the product lifecycle

- **INNOVATE** by **SAP Customer Engagement Initiative**
  Your channel to **i**nfluence products currently in development

- **EXPERIENCE** through **SAP Beta Testing program**
  Join and experience a new product release in the late development phase

- **ADOPT** with **SAP Early Adopter Care program**
  Be among the first to implement new innovations

- **IMPROVE** by requesting changes to existing SAP products
  - ❖ **SAP Customer Connection** &
  - ❖ **SAP Continuous Influence** programs

**Influence at any point of the product lifecycle through the Customer Influence site !**

Join to IMPROVE your product (version) in use

- **Collaboration** between customers,
  SAP user groups/customer communities and SAP

- Fast and transparent project execution,
  easy **benefit**

- Collaboration supported by the **Customer Influence site**

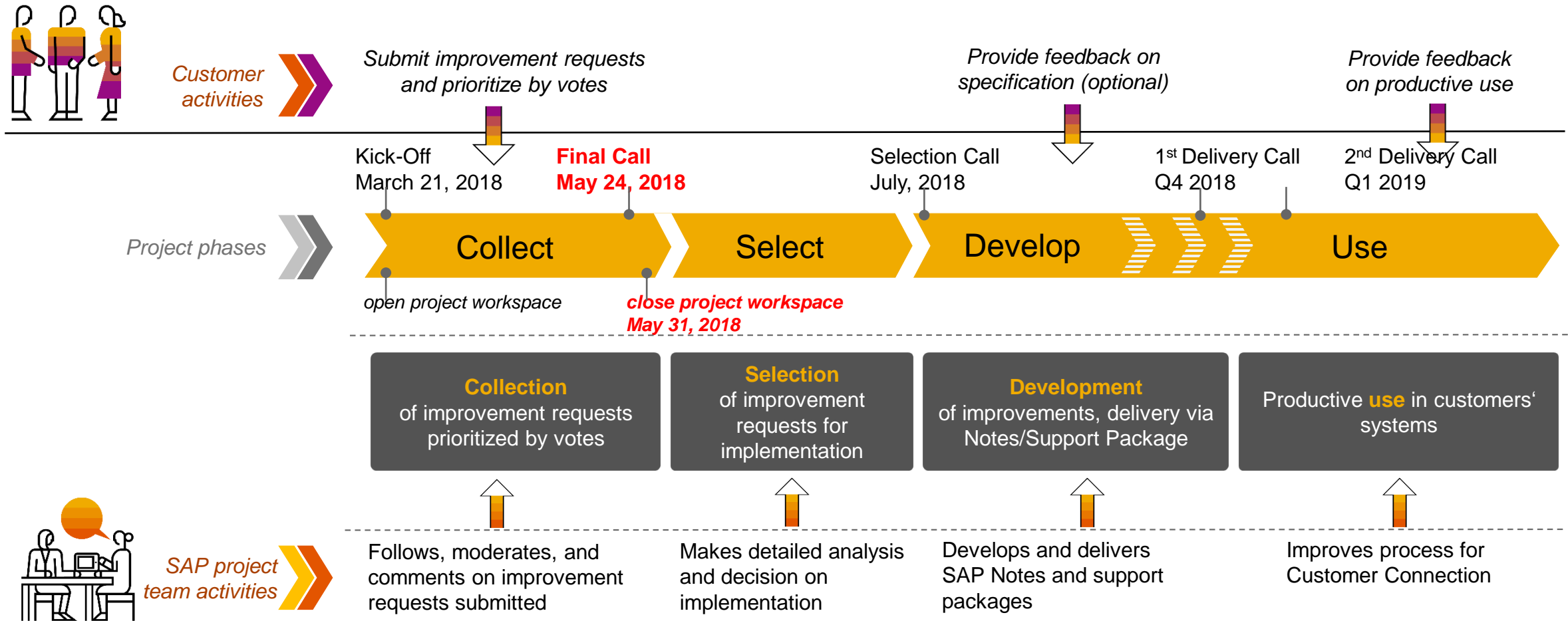# Scope and Timeline of this Focus Topic project
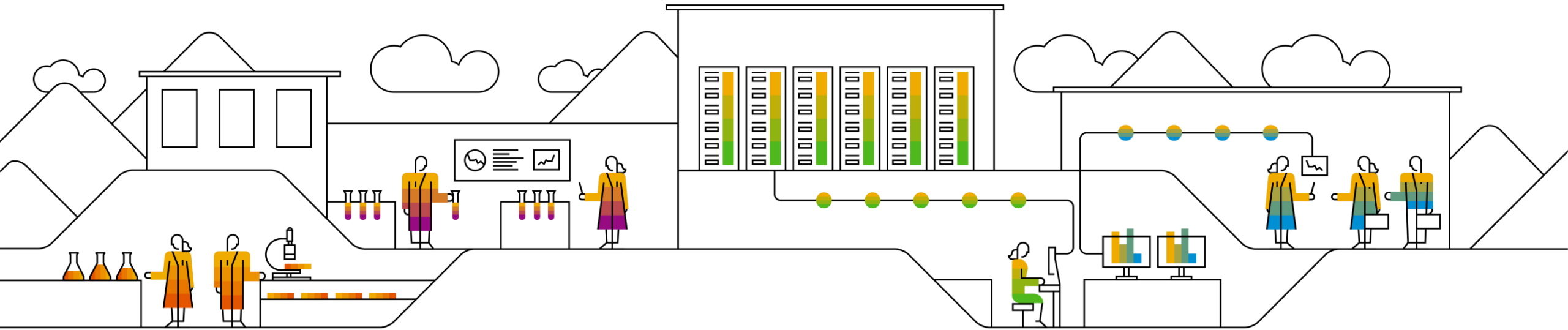
Focus Topic scope: GRC – Process Control & Risk Management 2018

The Focus Topic "GRC – Process Control & Risk Management 2018" contains topics associated with **Improvements to existing functionality of GRC Process Control and GRC Risk Management.**

Target Release: 12.0

SAP Customer Connection GRC – Process Control & Risk Management 2018
Project timeline

Customer activities

Submit improvement requests and prioritize by votes

Provide feedback on specification (optional)

Provide feedback on productive use

Kick-Off
March 21, 2018

**Final Call
May 24, 2018**

Selection Call
July, 2018

1st Delivery Call
Q4 2018

2nd Delivery Call
Q1 2019

Project phases

Collect — **Select** — **Develop** — **Use**

open project workspace

*close project workspace
May 31, 2018*

Collection
of improvement requests prioritized by votes

Selection
of improvement requests for implementation

Development
of improvements, delivery via Notes/Support Package

Productive **use** in customers' systems

SAP project team activities

Follows, moderates, and comments on improvement requests submitted

Makes detailed analysis and decision on implementation

Develops and delivers SAP Notes and support packages

Improves process for Customer Connection

Legal agreements in SAP Influence Programs

Terms of Use

- Accepted during account creation

- Contains individual terms of platform usage
- Ensures data protection and data privacy

- Required by every user account

Feedback Agreement (FbA)

- Signed by company

- Allows SAP to use customer feedback
- Ensures confidentiality on company level
- Allows SAP to change plans

- Required by IR owner and Voters

Confidentiality and Privacy Statement (CPS)

- Signed by individual person

- Allows third parties to access SAP systems and locations
- Contains security and confidentiality terms on individual basis

- Required for onsite testing activities at SAP location

Tools supporting project collaboration
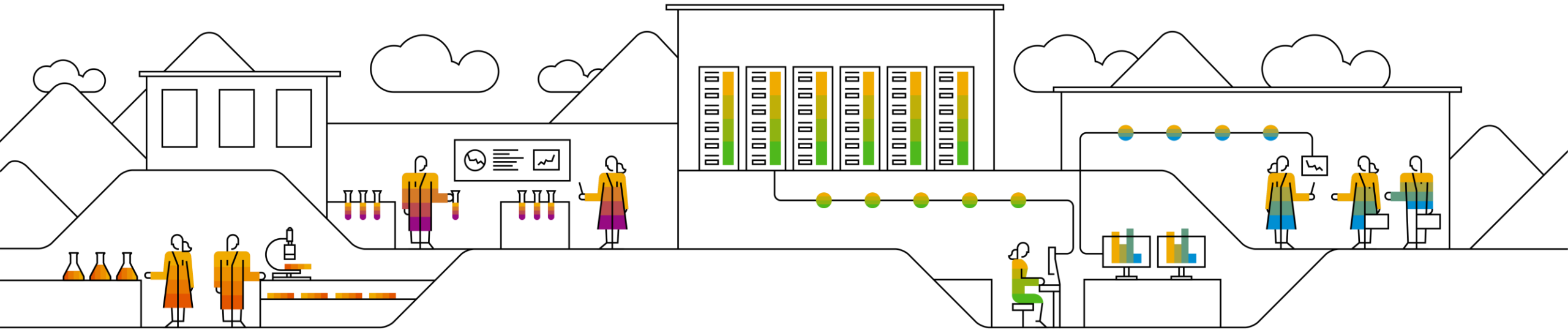
Customer Influence site – NEW TOOL for collaboration
Powered by SAP Innovation Management

Global co-operation of customers in the projects via the **Customer Influence** site **:**

- **Search** and **Vote** for improvement requests

- **Submit** your own improvement request(s)

- Comment on improvement requests

- Follow improvement requests (get notified)

- Choose your areas of interest to get notification on any projects that might interest you in the future.

- Collaboration language is English

Contribute and Influence

https://influence.sap.com/GRCPCRM2018
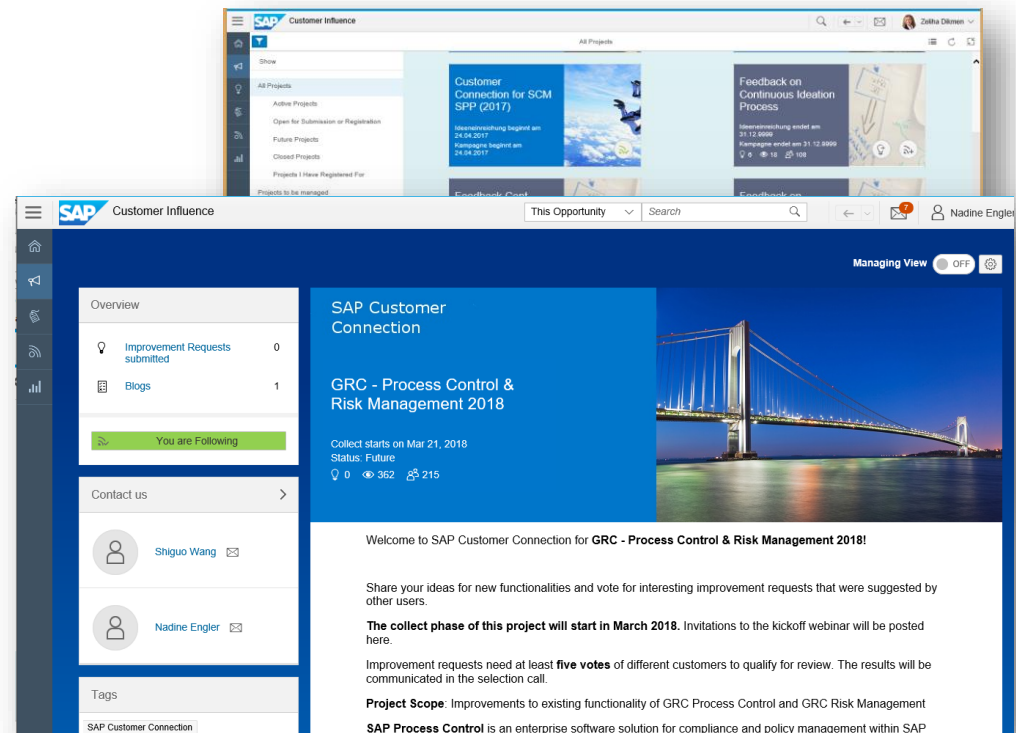
SAP Customer Connection collaboration
Customer roles in projects

Improvement request owner	Voter	Followers

Improvement request owner
- Submits improvement request(s)
- Acts as point of contact for SAP
- Supports development phase during specification, test, and validation

§ Feedback Agreement required for participation in specification reviews and test workshops

Voter
- Votes to improvement requests (1 vote per company)
- Plans to use improvement productively
- *Optional:* supports development phase during specification, test, and validation

§ Feedback Agreement required for participation in specification reviews and test workshops

Followers
- Follows project activities
- Receives e-mail notifications from Customer Influence site to stay informed

"Speaker's Corner" for more intensive collaboration

How is it possible to bring customers from different countries and regions together to collaborate on Improvement Requests?

Best practice:
(Virtual) „**Speaker's Corner**" sessions in Collect phase

Objectives

- Platform for IR owners to explain their ideas and promote for votes

- Discuss and consolidate requests

- Form global community/network for Focus Topic (recommended in case there is no organized SIG within a User Group or other customer community)

SAVE THE DATE
1st Speaker's Corner: tbd
2nd Speaker's Corner: tbd

INFLUENCING
Customer Connection – Enable our Customers
SPEAKER'S CORNER SESSION

SAP

§ FbA required to participate

Next Steps
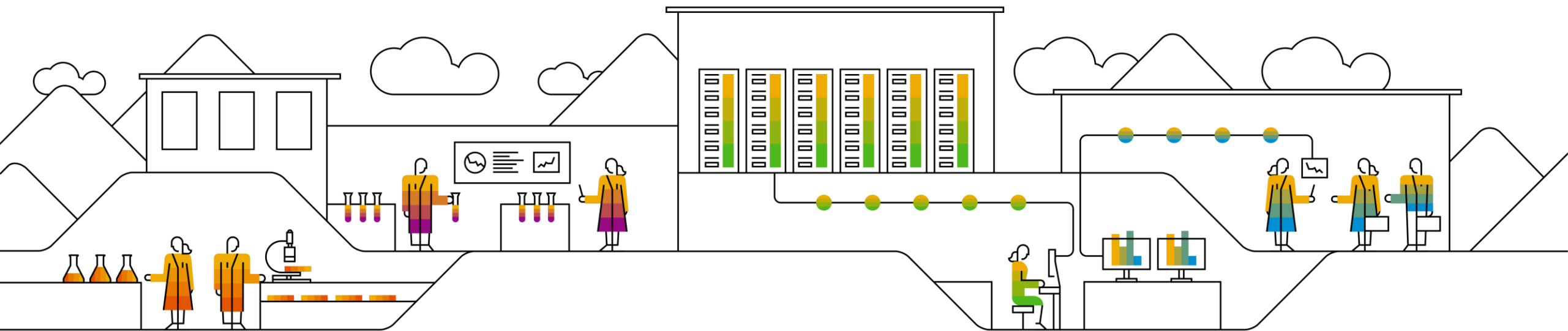
Next steps

- **Log on to** Customer Influence site: **https://influence.sap.com/GRCPCRM2018**
- **Submit** new Improvement Requests **before May 31, 2018**
- **Vote** and comment on Improvement Requests posted on Customer Influence
- Make **use** of the Speaker's Corner sessions: promote your requests and discuss with other customers on requested improvements

Final Call 24.05.2018

Selection Call

Delivery Call

Speaker's Corner

| Collect | Select | Develop | Use |

End of collect phase 31.05.2018

| **Collect** improvement requests and prioritize by **voting** | **Select** improvement requests to implement | **Develop** improvements **Deliver** as SAP Notes or in support package | **Use** productively in customer software |
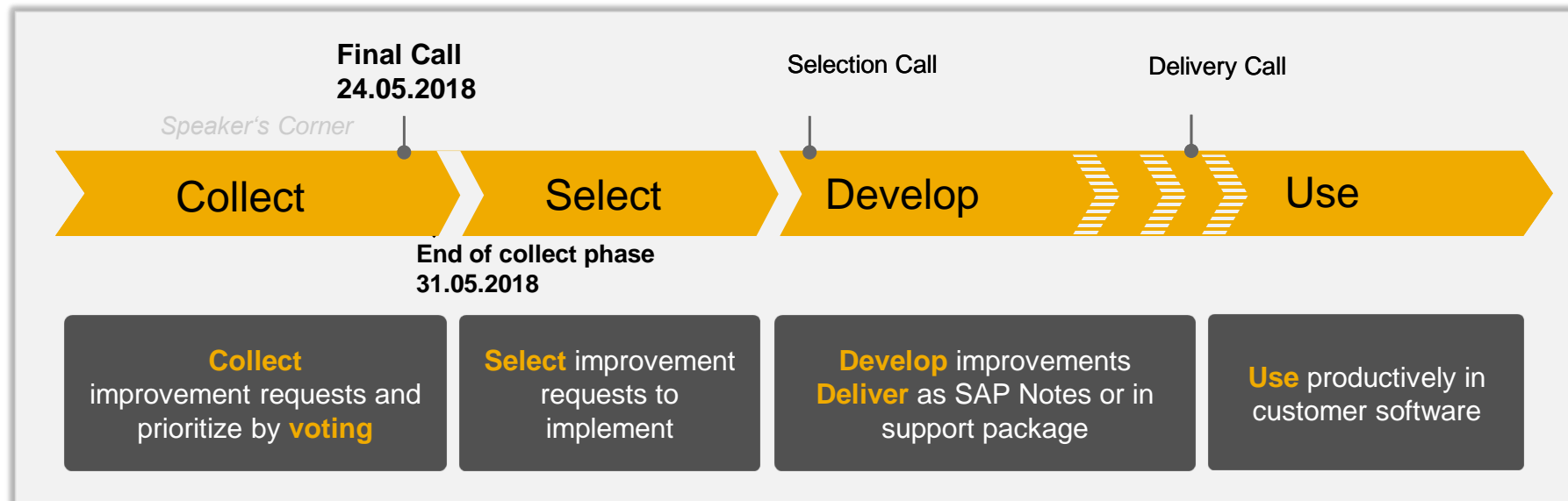
Questions & Answers

Thank you.

Visit us:

https://influence.sap.com
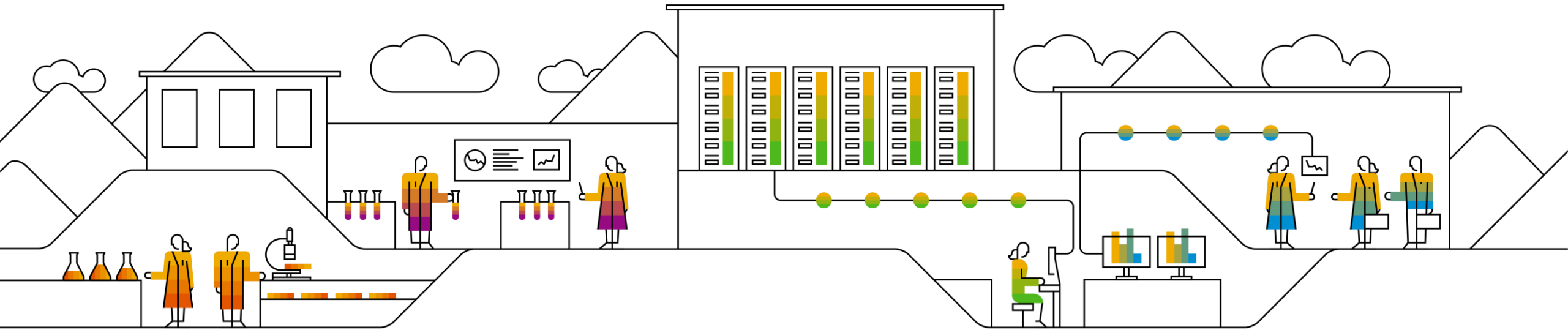
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http://www.sap.com/innovationdiscovery

Questions or remarks? We are here for you.
Simply contact us via e-mail:

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SAP Run Simple

Appendix
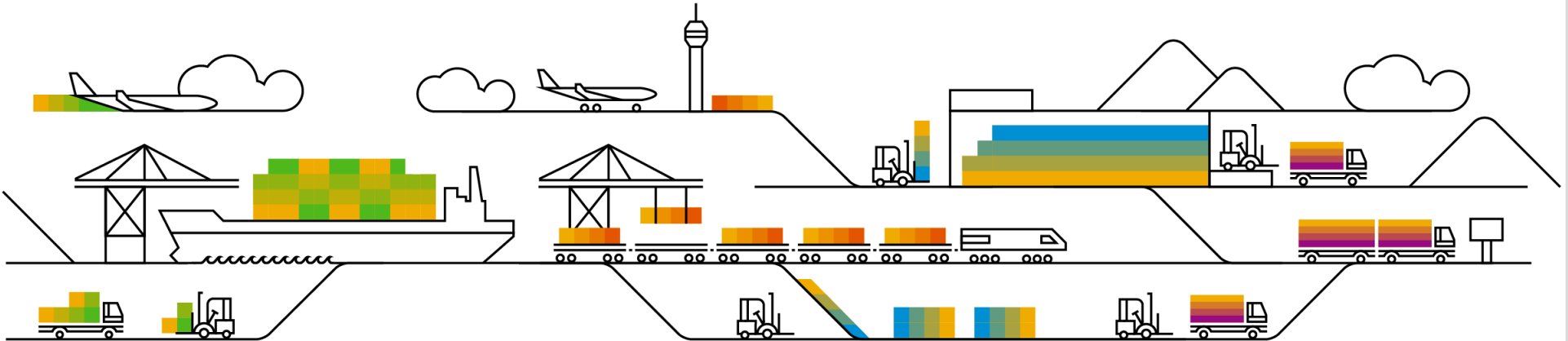
Customer Influence

Why is a Feedback Agreement (FbA) needed?

The Feedback Agreement describes the principles of the working relationship with all involved parties. The most important ones are:

Intellectual Property (IP):

Customers want to influence SAP software (maybe even services). Customers want to see their feedback/ideas in SAP software. For being able to actually incorporate such feedback in our software, SAP needs the right to do so. That's why SAP needs a royalty free license. SAP does not want the Intellectual property on the feedback/ideas. This remains with the customers, such that customers could use that IP to create own solutions or even products. Section 6 of the Feedback Agreement says that very clearly.

Non-disclosure:

All information and feedback exchanged needs to be treated as confidential, needs to stay within the group. This is true for information SAP discloses as well as info customers disclose to SAP or to each other. In many cases we share either immature planning or internal information, that needs to be treated confidential. This is being handled in the feedback agreement section.

Customer Commitment:

In many cases we discuss software to be built or shipped in 1-2 years time. Sometimes (when we discuss research topics) even longer. As you never know what the future will bring, SAP needs to have the ability to change plans.

Customer Influence site in a nutshell

Powered by SAP Innovation Management

http://influence.sap.com ›
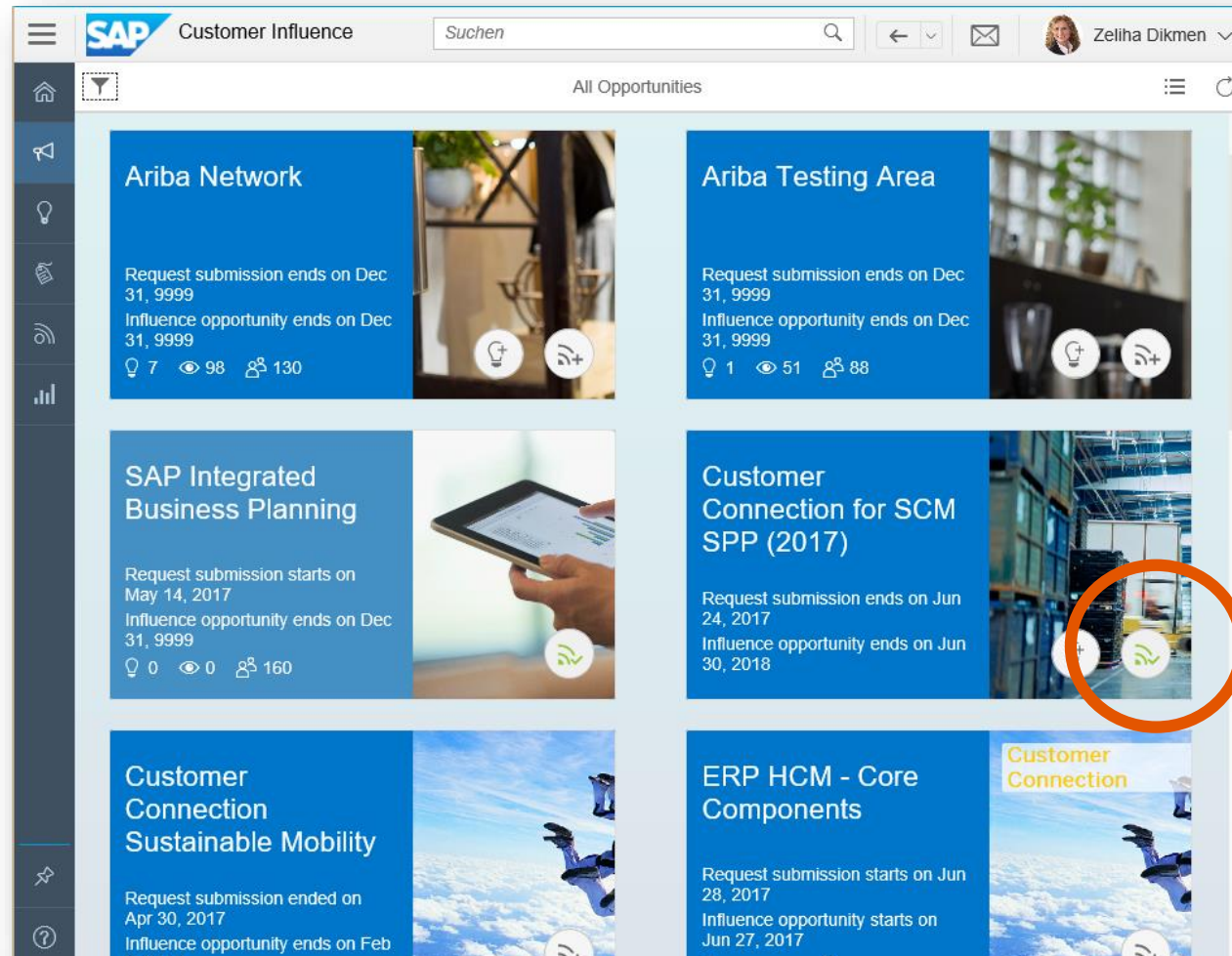
Activate to follow your Focus Topic and get updates on new IRs, blog updates…

Customer Influence site in a nutshell
Get familiar with the look & feel of your project space

→ *Will open a list of all improvement requests submitted for the project*

Collapse menu

Areas of Interest

Gives you the opportunity to follow all product areas you are interested in. Thus, you will receive email notification each time a project is opened in that area

Describes project's focus and scope

Customer Influence site in a nutshell
Create an Improvement Request

- Project name is a mandatory field and is prefilled by default

- Idea title must be given

- [Choose a pertinent Category]

- Idea description is essential, so that other users can understand and support the idea

- Optional:
  - Add Image to your improvement request
  - Upload Attachment(s)
  - Use tags

- Actions
  - Submit
  - Save as Draft
  - Close

*To prevent from duplicates, similar idea titles will be matched during creation. Click on the search icon to show matching results, so that you can decide to rather **vote for an existing idea instead***

Customer Influence site in a nutshell
Review existing Improvement Request (IR)

Improvement request details:

- Improvement Request status

- Improvement Request statistics, providing figures on likes, comments, tags, views

- Improvement Request detail sections

  - Attachments
  - Comments – read/leave a comment to the IR
  - Votes – list of supporting companies
  - Related Ideas – lists similar IRs related to the current one
  - Activities – a journal, which documents changes on the IR

- Action icons

  - Follow
  - Vote for the improvement request
  - Register for contribution Participate actively

- Action buttons
  - Create (new IR)
  - Copy IR
  - Contact (IR owner)

IR status

IR statistics

Action icons

IR detail sections

Action buttons
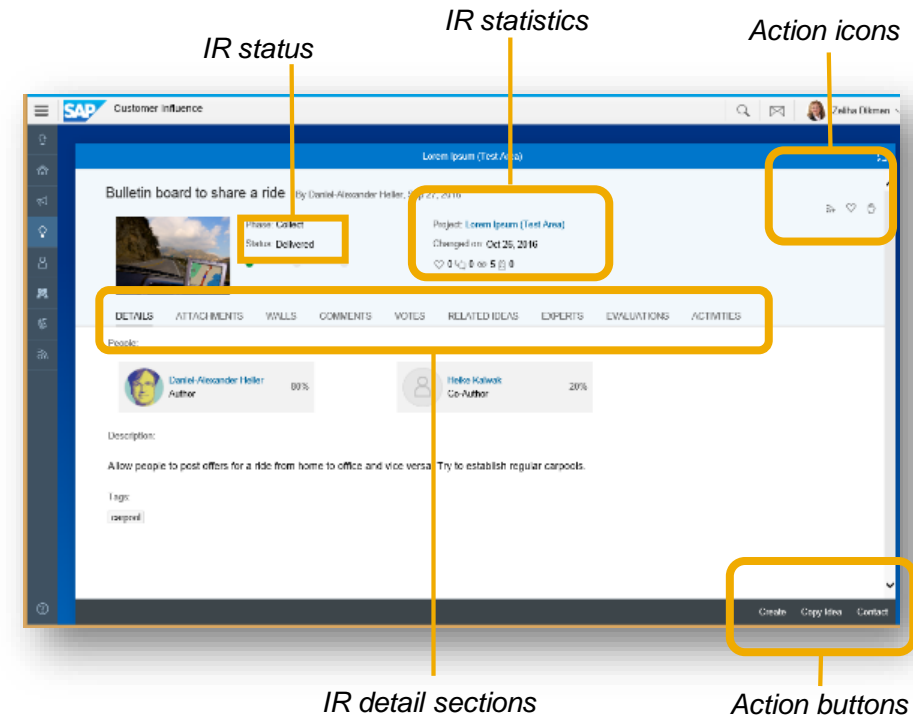
Customer Influence site in a nutshell
All Improvement Requests view

- Click on the All Improvement Requests menu to the left ( ) to view all IRs of all projects you are following

- Access to IRs from the project detail view contains all settings to **show project related IRs only**

- Pre-defined filter options for "My Ideas" or for ideas "Open for voting" are given

- "Show >" for additional idea/IR search options

- Result list can be "Sort by":
  - Submission Date
  - Latest Change
  - Title
  - Rating
  - Number of Comments

Set your list/tile view

Sort your view

additional filters for improvement request search

Select and export

Benefit from SAP Innovation Discovery
Discover and use innovations and improvements

Visit the **Innovation Discovery:**

- **Check** Spotlight for "Customer Connection" related innovations

- **Get** a sneak preview on "planned" Innovations for SAP products and solutions

- **Find** latest improvements for SAP products and solutions which have been released recently.

- **Find** all available improvements and make use of them if it fits your requirements.

>> click here