



SAP S/4HANA Cloud 1902

SAP Customer Influence

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CUSTOMER

Agenda

1. What is Customer Influence and how does it work?
2. Statistics
3. Links and more information



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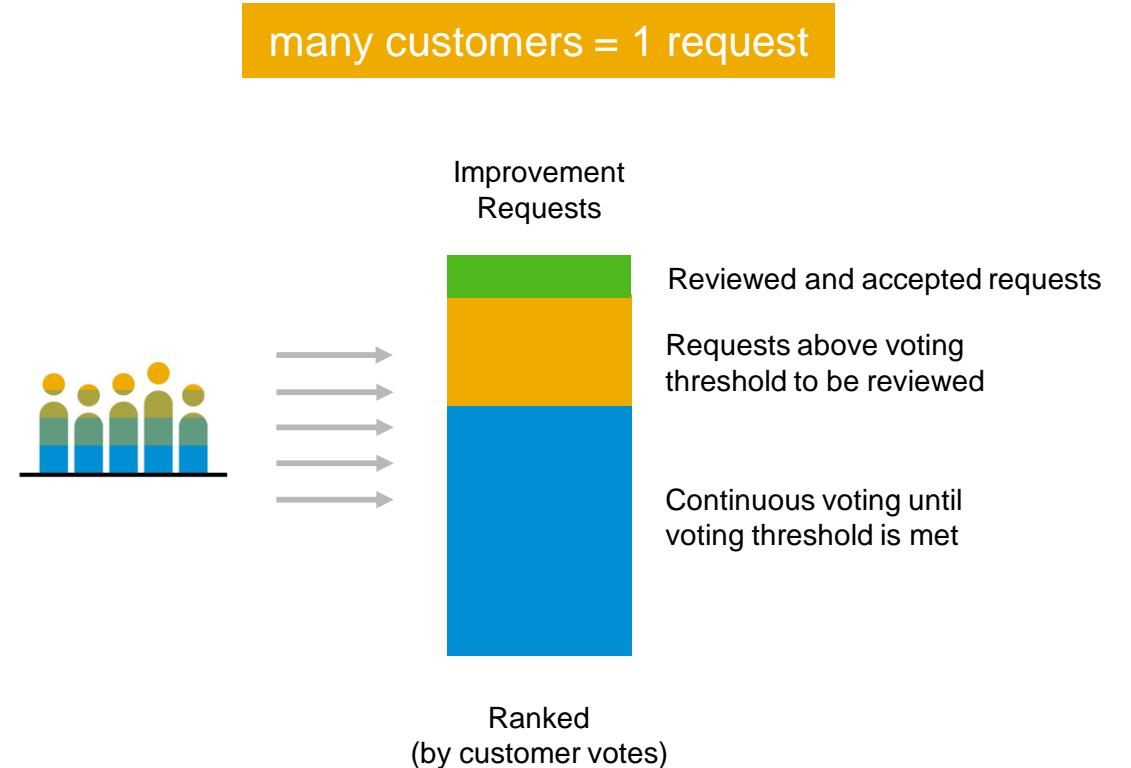
SAP S/4HANA Cloud
Product Management

What is SAP Customer Influence **and how does it work?**

SAP Customer Influence model

HOW IT WORKS:

- Enables customers to submit improvement requests and to vote on submitted requests
- Requests must meet a minimum voting threshold to be considered for review
- Requests which reach voting threshold will be reviewed during review phases (3-4 times a year)
- During review phases a status is maintained for each request which inform users about their request status
- Crowd-sourcing approach - open, transparent and accessible for all SAP customers



Sessions / Areas

Session	Link
Sales	https://influence.sap.com/S4HCSales
Production & Supply Chain	https://influence.sap.com/S4HCSupplyChain
R&D/ Engineering	https://influence.sap.com/S4HCResearchandDevelopment
Professional Services	https://influence.sap.com/S4HCProjectServices
Sourcing and Procurement	https://influence.sap.com/S4HCSourcingandProcurement
Human Resources	https://influence.sap.com/S4HCHumanResources
Finance	https://influence.sap.com/S4HCFinance
Asset Management	https://influence.sap.com/S4HCAssetManagement
Integration	https://influence.sap.com/S4HCIntegration
Analytics	https://influence.sap.com/S4HCAnalytics
User Experience	https://influence.sap.com/S4HCUserExperienceandMobile
Extensibility	https://influence.sap.com/S4HCExtensibility
Machine Learning	https://influence.sap.com/S4HCMachineLearning
Migration	https://influence.sap.com/S4HCMigration
Localization	https://influence.sap.com/S4HCLocalization
Master Data Governance	https://influence.sap.com/sap/ino/#campaign/1713
SAP Activate	https://influence.sap.com/s4hcactivate
2-Tier ERP	https://influence.sap.com/s4hc2tier

Overview of all SAP S/4HANA Cloud sessions on SAP Customer Influence:

<https://influence.sap.com/saps4hanacloud>

Process

CONTINUOUS



Follow the session you want to influence



Submit your improvement request



Vote on other requests



Review Phase in cycles:
SAP reviews requests which reached voting threshold



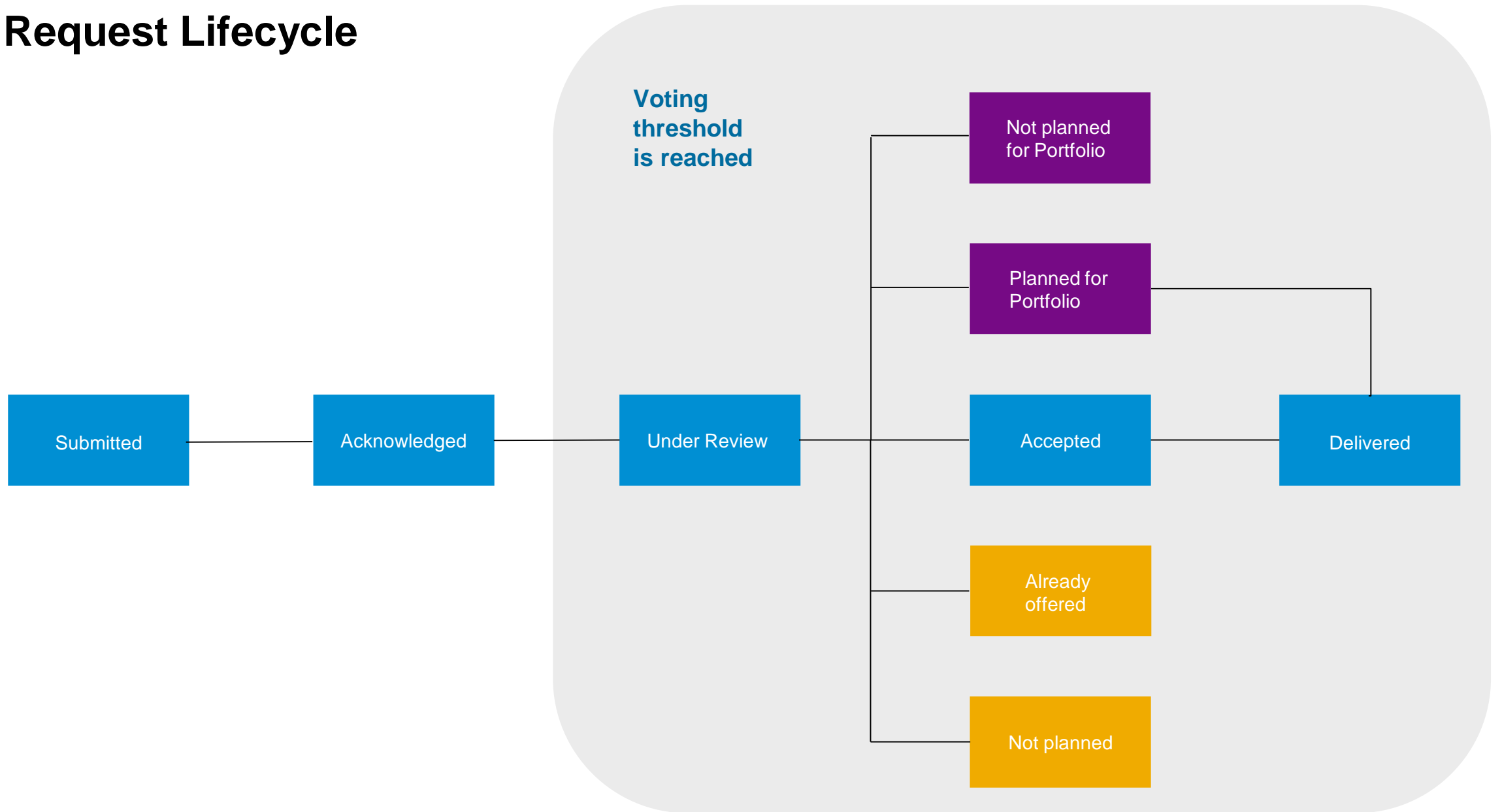
Product team informs about results of review phase



Suitable improvement requests are built into an upcoming release

Process from a customer perspective.

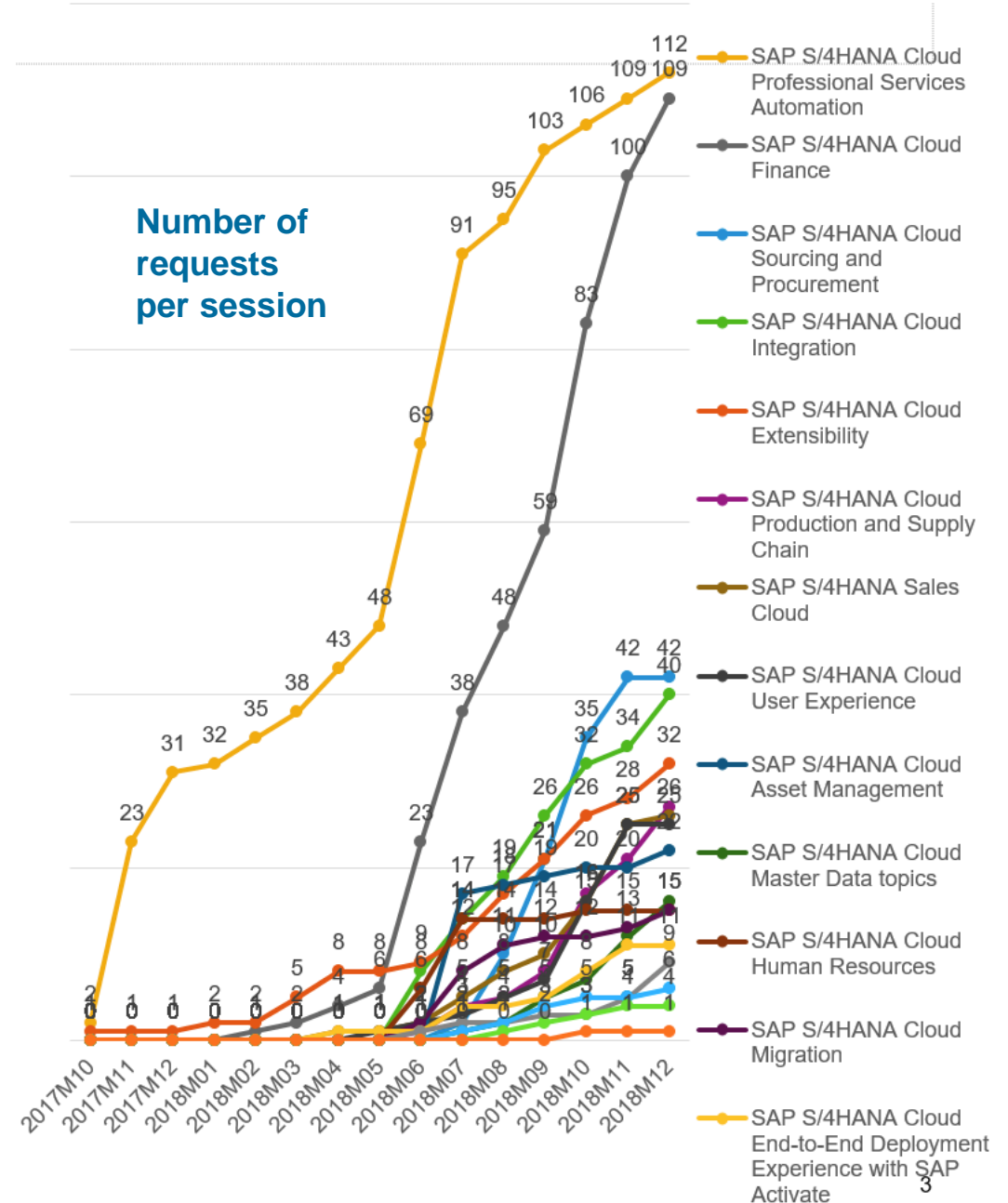
Request Lifecycle



Statistics

Statistics on SAP Customer Influence

- Launched beginning of **2018** with Prof. Services
- **512** submitted requests to date
- Sessions with most requests:
 - Professional Services Automation
 - Finance
 - Sourcing and Procurement



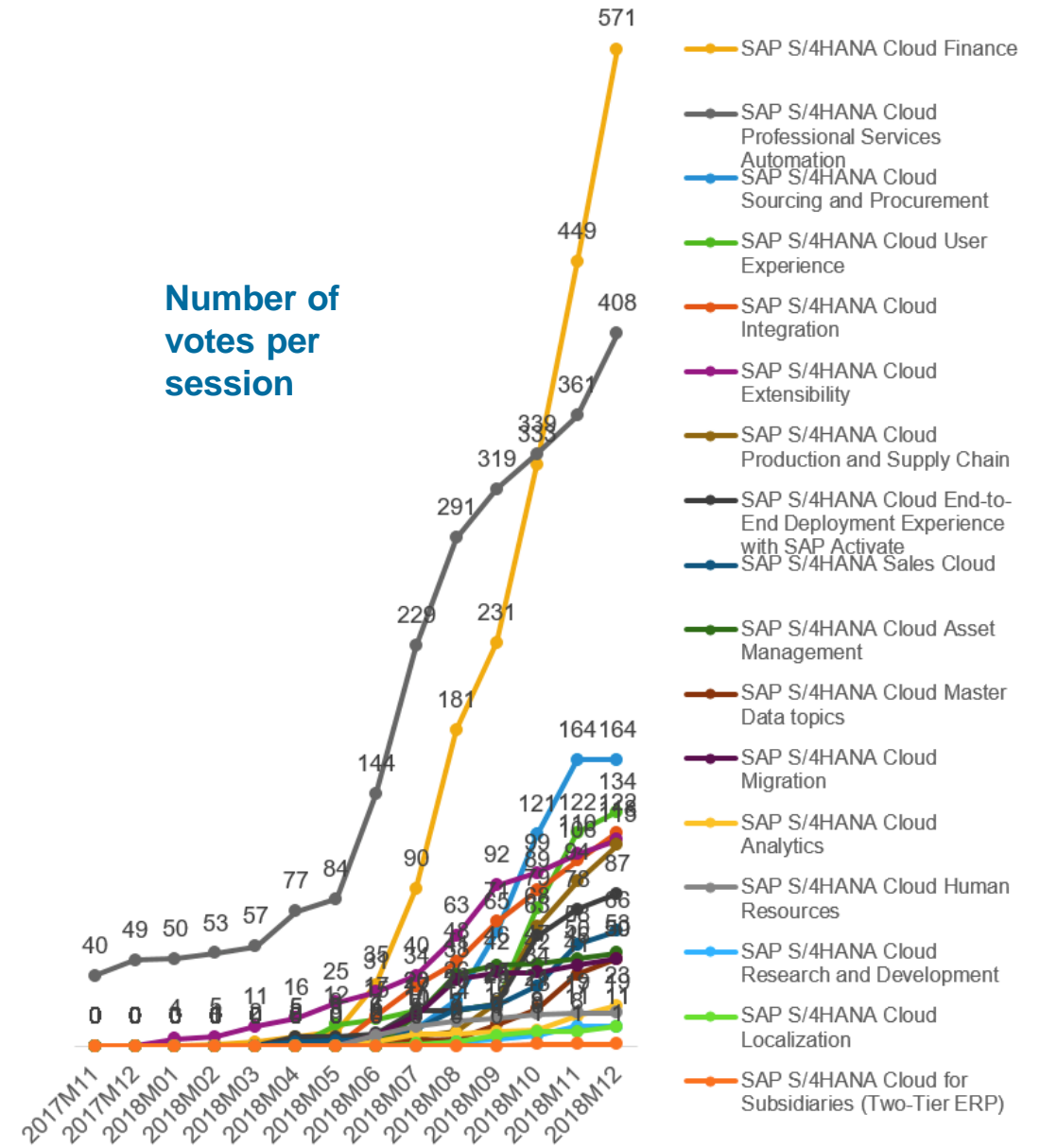
Statistics on SAP Customer Influence

Numbers per status

123 out of **512** requests were answered positively or are still under review

- **46** are under review
- **35** are in development or planning
- **42** have been delivered or were already offered
- **18** are not planned
- **252** were acknowledged and will be reviewed with next review phase or require more votes

15 % of all submitted requests were answered positively
(accepted, planned for portfolio, already offered)



Links and more information

Links and more information

Access to SAP Customer Influence for S/4HANA Cloud:

[SAP Customer Influence for SAP S/4HANA Cloud](#)

External User Guide Documentation:

[SAP Customer Influence for SAP S/4HANA Cloud User Documentation](#)

Explanation video on Youtube:

<https://www.youtube.com/watch?v=L-V9fu-eSH4>

Customer Influence on SAP S/4HANA Cloud Help:

[SAP Customer Influence for SAP S/4HANA Cloud on SAP S/4HANA Cloud Help](#)

First blog post on results of Review Phase:

<https://influence.sap.com/sap/ino/#/blog/1375>

Blog post:

<https://blogs.sap.com/2018/06/19/sap-customer-influence-for-sap-s4hana-cloud-allowing-customers-to-crowdsource-product-enhancements/>

Customer Influence on S/4HANA Cloud User Community

<https://s4hanacloud.community.sap/home/h7Z655bRFQgfux1adoAfuw>

In case of questions please contact:

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Tutorials

How to submit an improvement request:

<https://www.sap.com/about/customer-involvement/influence-adopt.html?source=social-atw-mailto#video=08f0cc5e-277d-0010-87a3-c30de2ffd8ff>

Preparing for 1902: Next Steps



- Continue the conversation and get answers to your questions in the [SAP S/4HANA Cloud Customer Community](#)
- Sign up for other early release webinars, [here](#).



- [View an upgrade schedule for SAP S/4HANA Cloud](#)
- [View SAP service level agreement](#)
- [Read about Upgrade specific frequently asked questions](#)

Thank you.

Christoph Rühle

SAP S/4HANA Cloud Product Management