

BPC Self-help Resources and Escalation Process



Applies to:

Enterprise Performance Management, SAP BusinessObjects Planning and Consolidation, version for NetWeaver and Microsoft 7.0, 7.5 & 10.0, Resources and support escalation

Summary

This document describes various resources and content freely available in the SAP Eco-system for professionals and potential interested parties looking for information on the SAP BusinessObjects Planning and Consolidation (BPC) solutions.

Audience will find information on the product itself as well as best practices and details on certain escalation processes to streamline and optimize support.

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Author Bio



Miguel Gonzalez is part of SAP since 2007 in the role of Subject Matter Expert of Planning and Analytics solutions. He works in the Customer Solutions Adoption group with a strong focus on BPC and Business Intelligence. He has a track record of about 10 years of implementing and supporting BPC solutions regionally in EMEA in various industries and markets.

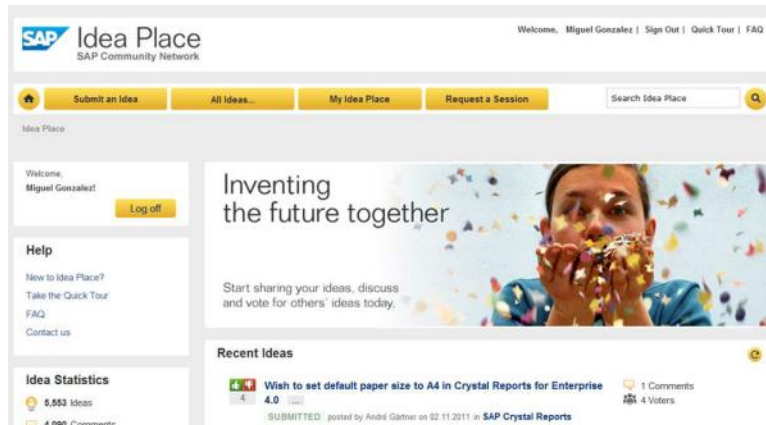
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Product Feedback

SAP provides at least two ways for customers and the general public to provide feedback on their solutions. Additionally, customer references and experiences can be found on many of our internal forums.

Idea Place



The Idea Place was originated to give the global community of SAP customers a forum to share ideas and suggestions regarding its products. This is channel for customers and partners to submit ideas, vote and provide feedback.

URL is <http://ideas.sap.com>

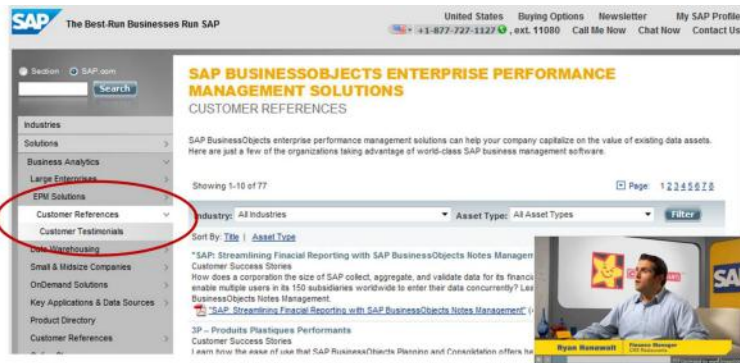
Logon using SAP Community Network (SCN) id and password

The Idea Place has been active since May 17th, 2010. It is organized by the following rules:

- Anyone can enter an idea (internal, external, partner, competitor)
- Anyone can vote on an idea
- Anyone can see others ideas (internal, external, partner, competitor)
- Once an idea has gained 10 affirmative votes, SAP will set it to “Under Review” and will start dispositioning it
- The Idea will be set to one of four statuses:
 - Already Delivered (in a prior release, with comments of the release/SP)
 - Delivered (as a result of the idea submission, with comments of the release/SP)
 - For Future Consideration (we will never commit that something will be included in the future, rev/rec US GAAP doesn't allow this)
 - Not going to be delivered by SAP – with comments as to why

For ideas that are set to “For Future Consideration” there may be an additional step (at SAP discretion) to gather 5 customers who are willing to implement the change (in conjunction with the Customer Connect procedures).

Customer References



Customer References for BPC and EPM solutions can be found online at the following address:

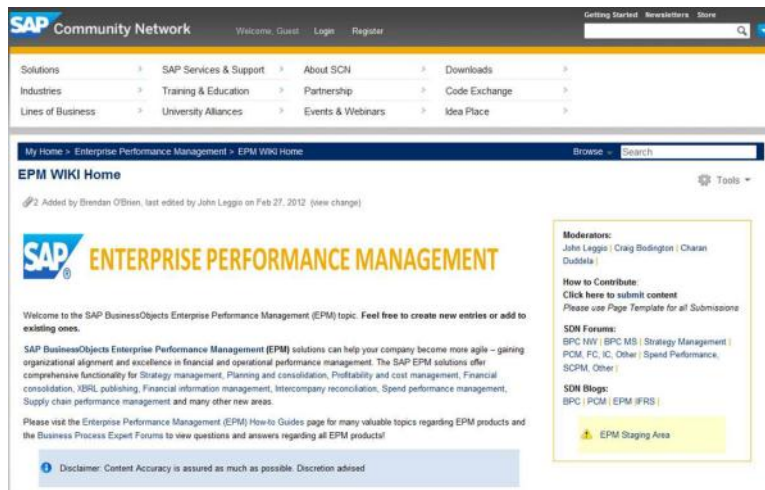
<http://www.sap.com/solutions/sapbusinessobjects/large/enterprise-performance-management/customers/index.epx>

There are currently 83 customer references and success stories organized by industries.

SAP Community Network

The [SAP Community Network \(SCN\)](#) is an open platform for experts and interested parties to share knowledge, communicate, ask questions and provide assistance globally. The SCN has been developed to centralize the contents of the Software Developers Network (SDN) and Business Process eXperts (BPX) forums. You will find there the best source of information on latest BPC and EPM solutions, as well as a community for exchanging experiences and asking questions. The following assets or reference pages are of particular interest for the [BPC community](#):

EPM & BPC Wiki



The [EPM Wiki](#) is a centralized resource page for many articles, blogs and white papers on specific topics related to EPM in general.

The [BPC Wiki](#) is focused on BPC content and articles, including solutions, starter kits, accelerators, best practices, etc.

Blogs and articles

The screenshot shows a blog post on the SAP Community Network. The post is titled "What is taxonomy & Why do I need it for Spend Analysis?" and is posted by Prashant Mendli on April 21, 2012. The post content discusses the definition of taxonomy and its application in spend analysis. The interface includes navigation menus, a search bar, and a sidebar with "Actions" and "Filter Blog" options.

[EPM Blogs](#) is a great place to obtain the latest and pertinent information related to EPM. The articles and content is provided by some of the leading global subject matter experts. You can subscribe to this blog to be informed whenever new content is published.

[BPC Blogs](#) can also be specifically found with topics covered ranging from technical to functional best practices. As of today, over 160 BPC Blogs covering all versions of the product are available.

How-to guides

[How-to guides](#) are published by the RIG and CSA experts on a regular basis, providing detailed steps to implement BPC functionality as well as best practice on various functional and technical topics including EVDRE, BADI's, Drill Through, etc.

It is to be noted that How-to guides are not officially supported by SAP. They are knowledge assets shared by our expert communities for the benefit of interested parties.

Roadmaps

The screenshot shows the SAP Road Maps page on the SAP Support Portal. The page displays a table of solution road maps for various SAP solutions. The "Business Analytics" category is highlighted in the sidebar, and the "Enterprise Performance Management" row is circled in red in the main table.

Solution Road Maps	SAP Road Map	Sessions
Business Analytics Solution Today		
Business Intelligence	Edition 2011	English
Business Intelligence Enhancement	Edition 2011	English
Enterprise Performance Management	Edition 2011	English
Enterprise Information Management	Edition 2011	English
Governance, Risk and Compliance	Edition 2011	English
Global Trade Services	Edition 2011	English
Industry Analytic Applications	Edition 2011	English
SAP StreamWork	Edition 2011	English

[SAP Road Maps](#) help you to:

- Find out about our solution today and how they add value to your business
- Discover the planned innovations for our solutions
- Get a perspective on the future direction — inspired by your requirements

Sizing Guides

To sort, click on the appropriate column header. You can sort in ascending or descending order by clicking on the orange arrow. To download a document, right-click the icon and choose "Save target as ..."

Icon	Title	Release	Changed
	Frontend Hardware Requirements for Browser-Based SAP UI	Independent	08.08.2011
	BI SAP BusinessObjects BI 3.1	3.1	27.10.2011
	BI SAP BusinessObjects BI 4.0 - Comparison Guide	4	09.03.2012
	BI SAP BusinessObjects Explorer	Independent	27.10.2011
	BI SAP BusinessObjects Explorer - Accelerated Version	3.8	27.10.2011
	BI SAP BusinessObjects Explorer: A.O. Status & Performance	4.8	27.10.2011
	BI - Smart SAP BusinessObjects Web Intelligence	4.0 SP2	16.12.2011
	EPM SAP BusinessObjects Fin. Mgmt. (Fin. Cons.)	10.0	27.10.2011
	EPM SAP BusinessObjects Fin. Mgmt. (Intercompany)	10.0	27.10.2011
	EPM SAP BusinessObjects Financial Consolidation	10.0	27.10.2011
	EPM SAP BusinessObjects Forecasting	10.0	27.10.2011
	EPM SAP BusinessObjects Planning & Cons. Microsoft - 10.0	10.0	24.01.2012
	EPM SAP BusinessObjects Planning & Cons. Microsoft - 7.5	7.5	24.01.2012
	EPM SAP BusinessObjects Planning & Cons. NetWeaver - 10.0	10.0	20.02.2012
	EPM SAP BusinessObjects Planning & Cons. NetWeaver - 10.0	10.0	10.04.2012
	EPM SAP BusinessObjects Risk Management	10.0	10.04.2012
	EPM SAP BusinessObjects Strategy Management	7.5	27.10.2011
	EPM SAP BusinessObjects Supply Chain Performance Management	1.0	27.10.2011
	GBC SAP BusinessObjects Access Control	10.0	03.12.2011
	GBC SAP BusinessObjects Process Control	10.0	27.10.2011
	GBC SAP BusinessObjects Risk Management 3.0	3.0	27.10.2011
	SAP BusinessObjects Sustainability Performance Management	2.0	27.10.2011

[Sizing Guides](#) provide general guidance on hardware based on planned concurrent users and scenario (Planning, Consolidation, both) and requirements including default logic, MDX based calculations, data input, etc.

Help and documentation

SAP Help Portal

SAP Business Suite > SAP NetWeaver > Analytics > Enterprise Performance Management > Planning and Consolidation > 10.0, version for SAP NetWeaver

SAP BusinessObjects Planning and Consolidation 10.0, version for SAP NetWeaver

- > What's New - Release Notes
- > Installation and Upgrade Information
- > Security Information
- > System Administration and Maintenance Information
- > Application Help
- > Additional Information

What's New - Release Notes

What's New
Information about what is new and what has changed since the last release

English

[Help files and documentation](#) are now provided online and through various formats, ranging from PDF to compressed hyperlinked files. They are stored in a central repository for all solutions of the SAP Portfolio.

- BPC 10 NW - <http://help.sap.com/bopacnw100>
- BPC 10 MS - <http://help.sap.com/bopacms100>
- EPM Add-in - <http://help.sap.com/boepmms>

Notes

The screenshot shows the SAP Support Portal search interface. The search term "EPM" is entered in the search field. The search options are set to "All Terms (AND)", "All" search range, and "EPM-BPC-NW" application area. The search results show "SAP BusinessObjects Notes are now SAP Knowledge Base Articles".

[SAP Notes](#) are a repository of knowledge articles and corrections spanning the whole range of SAP Products and processes. For information on specific solutions, the Application area needs to be specified in the appropriate field. The main application areas for search in the EPM BPC space are the following:

- BPC NW → EPM-BPC-NW
- BPC MS → EPM-BPC-MS
- EPM Add-in → EPM-XLS

Product Availability Matrix

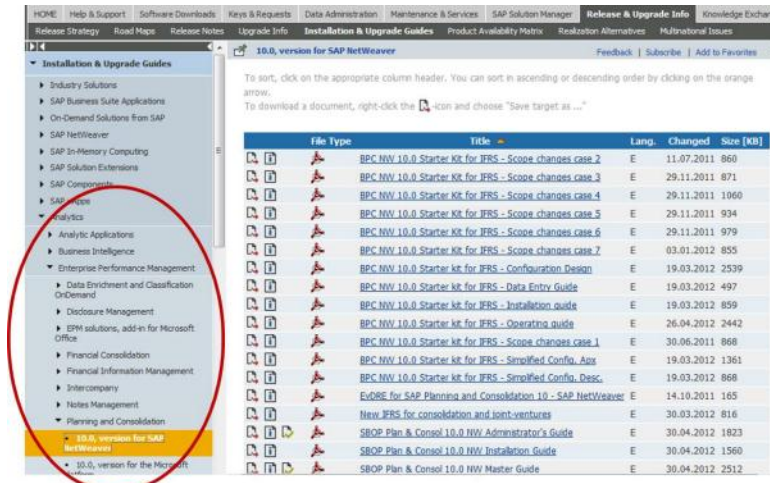
The screenshot shows the Product Availability Matrix (PAM) search results. The search term "planning 10" is entered in the search field. The results show two software product versions for SAP BusinessObjects Planning and Consolidation 10.0, one for Microsoft and one for NetWeaver. The "Restricted available (productive use allowed)" column is highlighted in blue for both versions.

Software Product Version	Status	Restricted available (productive use not allowed)	Restricted available (productive use allowed)	Unrestricted Available	Mainstream Maintenance End	Extended Maintenance End	End of Priority One Support
SBOP-PC 10.0 FOR MICROSOFT SAP BusinessObjects Planning and Consolidation 10.0, version for Microsoft	In Ramp-Up	25.03.2011	10.06.2011	15.12.2011 (intern)	31.05.2013		
SBOP-PC 10.0 FOR SAP-NW SAP BusinessObjects Planning and Consolidation 10.0, version for SAP NetWeaver	In Ramp-Up	28.03.2011	10.06.2011	15.12.2011 (intern)	31.12.2015	31.12.2017	

The Product Availability Matrix provides details on the current timelines for the availability of SAP Products, as well as maintenance dates. Additionally, you will be able to find documents outlining the specific requirements for each product.

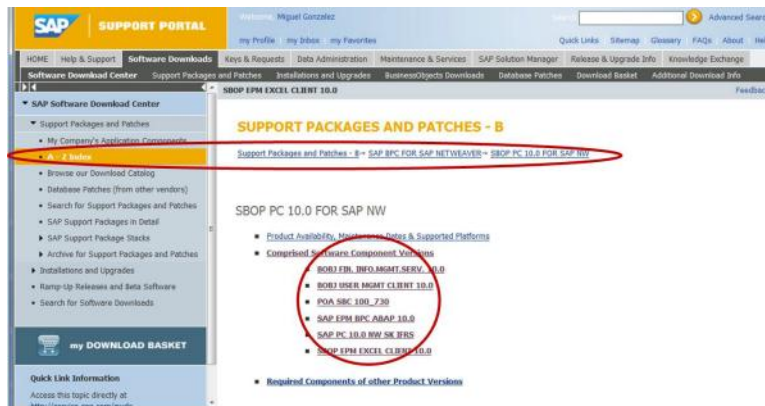
To find information on BPC 10, do a search on "Planning 10". This will bring up the links to the PAM information for both the BPC 10 versions for Microsoft and NetWeaver platforms.

Guides



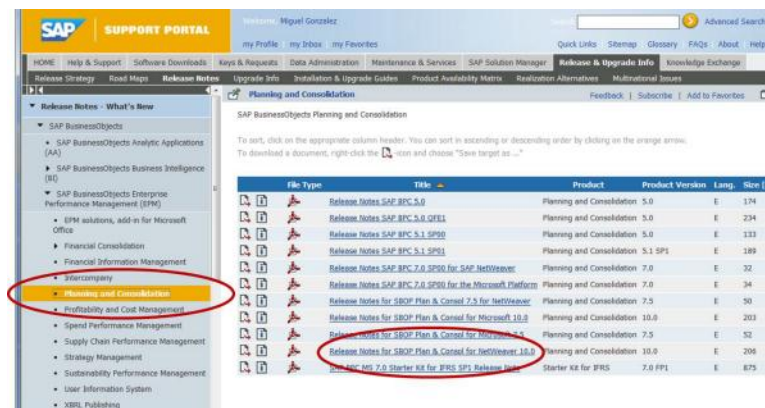
Master, Installation, Upgrade, Operations, IFRS Starter Kit, and Business Rules Guides are available on the SAP Service Marketplace at: <http://service.sap.com/instguides> → Analytics → Enterprise Performance Management → Planning and Consolidation

Software Distribution Center



All SAP software can be found in our SWDC. The URL is <http://service.sap.com/swdc>.

Release notes



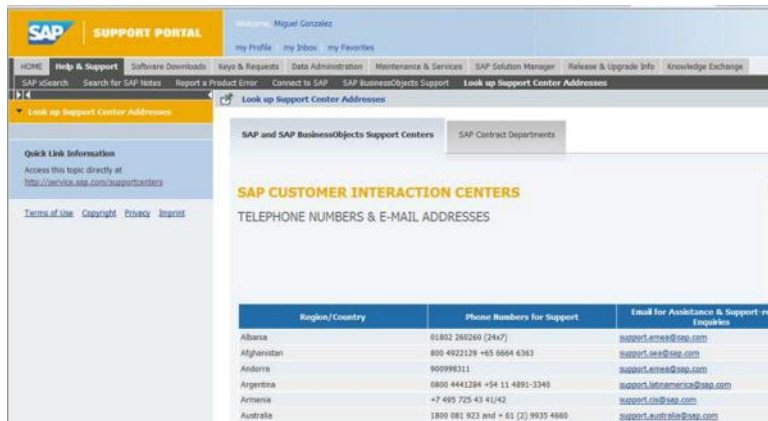
Release Notes can be found on the SAP Service Marketplace at <http://service.sap.com/releasenotes> → Analytics → Enterprise Performance Management → Planning and Consolidation

Support Escalation

Support escalations may happen in context of projects being materially impacted by the presence of a product issue, whether it is a gap in knowledge or a potential functional or technical anomaly in the way the product behaves. In order to initiate the support process, you need to have created a Support message. This is done at the following address: <https://service.sap.com/message>.

To engage the escalation process (or request speeding up of your message resolution) during normal working/business hours, please call Global Support Customer Interaction Center (CIC).

To obtain the contact information of your LOCAL CIC, please refer to <https://service.sap.com/supportcenters>.



Region/Country	Phone Numbers for Support	Email for Assistance & Support and Inquiries
Albania	01802 260260 (24x7)	support.emea@sap.com
Afghanistan	800 4922129 +65 6664 6363	support.se@sap.com
Andorra	909993111	support.emea@sap.com
Argentina	0800 4441284 +54 11 4891-3340	support.latinamerica@sap.com
Armenia	+7 495 725 43 41/42	support.cis@sap.com
Australia	1800 081 923 and +61 (2) 9935 4660	support.austbin@sap.com

For information about requesting an escalation and providing details of how the issue is impacting your business, see SAP Note 90835 at <https://service.sap.com/notes>.

Be aware that in order to be the most effective, the Support engineers are required to provide a minimal set of details to the development group to request a review and investigation, in case a product defect is suspected. The Information to be provided for Software incident escalation is the following:

- Customer Name
- Business Impact
- Issue description
- Server/Client Information
- Steps to reproduce the issue
- Provide error screenshots
- Workaround
- Regression Information
- Performance Issue Information [IF APPLICABLE]

Related Content

Other resources do exist in the form of blogs or reference documents, outlining additional sources for support and knowledge in the EPM or BPC space.

Further resources exist to assist you in your EPM or BPC projects. These resources are managed by various parts of the organization and can be found in various locations.

For a near exhaustive list of resources and information, please refer to the document "[The SAP Ecosystem in a Nutshell](#)".

Additionally, other blogs of interest covering various topics more specific to the BPC solution:

- [Looking for BPC demos, customer references, roadmaps, performance and sizing information, training, documentation or tips & tricks?](#), by Jens Koerner
- [EPM Add-in report with multiple Categories in SAP BPC, version for Microsoft and NetWeaver 10](#), by Robert Marshall
- [BPC 10 MS/NW - Sending and retrieving comments in an EPM Add-in input form](#), by Patrick Favre

A special website dedicated to the EPM Add-in and its use was also created recently. The EPM Add-in Academy has been made available just this week.

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