

SAP Enterprise Support Academy

Learning from Experts to Experts

Active Global Support



service.sap.com/esacademy

SAP Enterprise Support Academy

개요



솔루션 생명주기 방법론 & 툴

Best Practices	Meet the Expert Sessions	Accelerated Innovation Enablement	Expert-Guided Implementations	Guided Self-Services	Quick-IQs
→ Access	→ Access	→ Access	→ Access	→ Access	→ Access
library full of 제품, 데이터베이스, 운영체제의 How-to guide를 담은 라이브러리	SAP 엔터프라이즈 서포트 및 솔루션 매니저에 대해 SAP 전문가가 설명하는 실시간 웹 세미나	Enhanced Package의 주요 기능 범위를 실시간으로 들 수 있는 전문가 세션	솔루션 매니저 구현을 위한 SAP 전문가 가이드 세션	고객이 직접 SAP솔루션 운영 최적화를 위한 서비스를 직접 실시 할 수 있도록 설명해 주는 가이드 서비스	시스템 셋팅 변경, 모니터링 방법, 트레이스 방법 등 다양한 운영 스킬에 대한 튜토리얼

Now generally available

Access role-based content in the format that suits you best



SAP Enterprise Support Academy Knowledge Transfer Methods: Best Practices



Best Practices

베스트 프랙티스 라이브러리는 **SAP**의 제품, 데이터베이스, 운영체제 에 특화된 **How-to** 가이드 문서를 제공합니다.



Scope

The best practices library includes a variety of documents describing our experience and lessons learned implementing and operating SAP Business Suite as well as SAP BusinessObjects solutions.

Benefits

- Accessing best practices documents means access to our expert's knowledge
- Accessible 24 hours, 7 days a week, downloadable at any time for now or later usage

Examples

- Backup and restore for SAP system landscapes
- Installing or migrating to DB2 V9.1
- Tuning best practices for SAP BusinessObjects

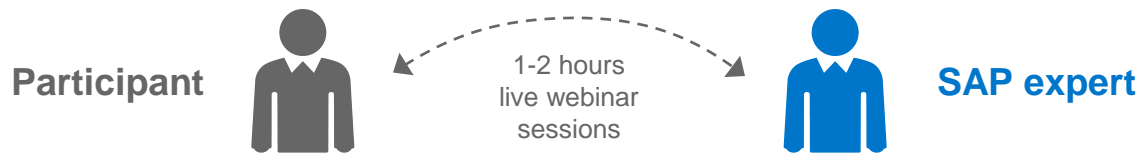
[Access now...](#)

SAP Enterprise Support Academy Knowledge Transfer Methods: Meet the Expert Sessions



Meet the Expert Sessions

Meet the expert 세션은 SAP Enterprise Support, SAP Solution Manager에 대한 개요설명은 물론 다양한 솔루션들의 End-to-End 운영에 대한 지식을 웹 세미나(실시간/녹화)로 전달합니다.



Scope

The portfolio will cover the entire variety of support specifics as part of end-to-end operations: topic deep dives will equally be covered as well as new concepts or strategy items.

Benefits

- The format is interactive as it will allow for questions and answers.
- Recordings can be accessed through the meet the expert archive.

Examples

- How to get started with SAP Enterprise Support
- SAP Solution Manager 7.1: Application Lifecycle Management

[Book now...](#)

[Access recordings...](#)

SAP Enterprise Support Academy Knowledge Transfer Methods: Accelerated Innovation Enablement

5 remote person days included per calendar year*

Accelerated Innovation Enablement

AIE 서비스는 최신 **Enhancement Package**에 포함된 기능들을 설명해 줌으로써, 우리 회사에 최신의 프로세스를 적용할 수 있는 역량을 제공합니다.



Scope

Evaluate SAP enhancement package technology or new functionality for SAP Business Suite solutions together with SAP solution architects in Accelerated innovation enablement live expert or Accelerated innovation enablement expert on demand sessions.

Benefits

- Get structured guidance and support from SAP experts
- Involve different departments of your company
- Receive a summary report of your session after execution

Examples

- Introduction to the enhancement package strategy
- What's new in enhancement package 5 (ERP):
LoB financials overview
- What's new in enhancement package 1 (CRM):
LoB service overview

* See SAP Enterprise Support Academy [terms & conditions](#) for more information on the service entitlement.

Book now...

SAP Enterprise Support Academy Knowledge Transfer Methods: Expert-Guided Implementations

5 remote person days included per calendar year*

Expert-Guided Implementations

EGI세션은 SAP 솔루션 매니저 전문가가 직접 솔루션 매니저의 다양한 기능의 구현 방법을 실시간 웹 세미나 형태로 고객에게 제공합니다.



Scope

Unique training, practical experience and expertise on demand, focusing on application lifecycle management with SAP Solution Manager and preparation for self-service delivery

Benefits

- Direct access to SAP expert
- Direct execution of planned activities in your SAP landscape during delivery
- Convenient and safe remote delivery

Examples

- Basic configuration and update
- Technical upgrade to SAP Solution Manager 7.1
- Remote support component

* See SAP Enterprise Support Academy [terms & conditions](#) for more information on the service entitlement.

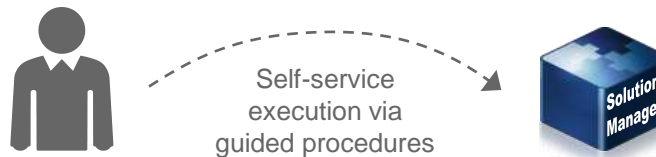
Book now...

SAP Enterprise Support Academy Knowledge Transfer Methods: **Guided Self-Services**



Guided Self-Services

GSS를 통해 **SAP** 고객들은 수 많은 고객들을 지원하며 쌓인 **SAP**의 시스템 최적화 방법론을 배우고, 직접 자체 시스템에 적용할 수 있습니다.



Scope

Improve the most common areas like system performance, data volume management, change management, security optimization, business process using guided procedures.

Benefits

- Use them by your own, when and how often you want
- Guided self-services are executed via SAP Solution Manager

Examples

- Business process improvement
- Data volume management
- Security optimization service
- SQL statement tuning
- Transport execution analysis

[Read more...](#)