

SAP Support is available for customers who have both technical and non-technical issues. There are a number of methods to route your support item to the appropriate group. This document describes the difference between SAP Product Support, Customer Interaction Center (CIC), and how to effectively use the Business Impact Assessment in your support ticket.

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### **SAP Product Support**

This should be your starting point for anything that requires SAP support.

For **technical assistance** with an **SAP product specialist (not for consulting issues)**, you can communicate by:

- Reporting an Incident (traditional)
- Starting an Expert Chat
- Scheduling an Expert Session

Go to: SAP Support Portal - <https://support.sap.com/>

### **Customer Interaction Center (CIC)**

The central point of contact can be used for **non-technical assistance** as it relates to an existing support ticket. This process helps to:

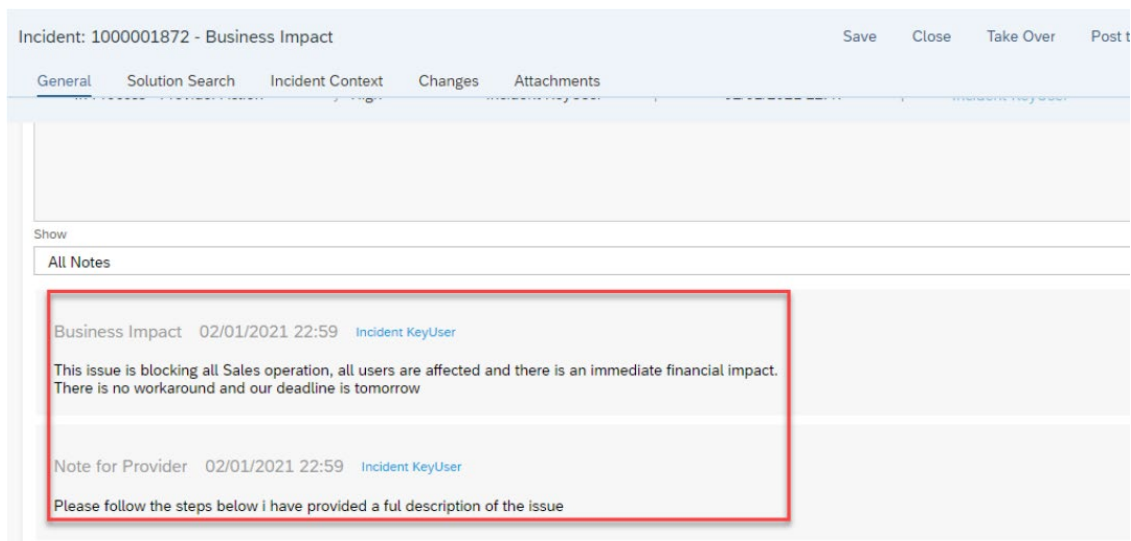
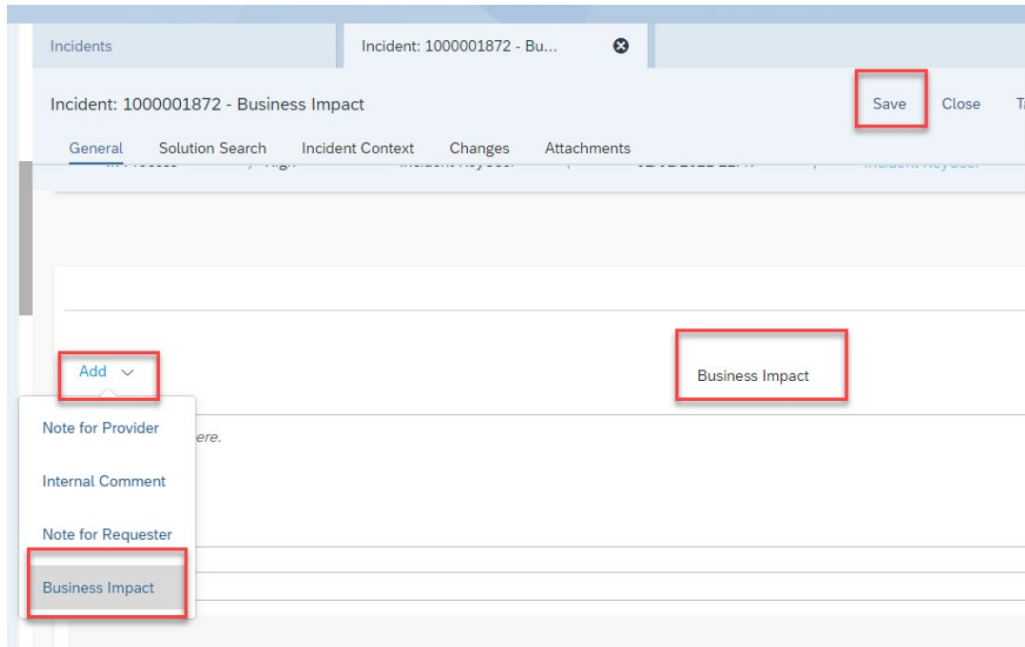
- 1) **"increase priority"** on open requests
- 2) **"speed up processing"** on open requests

CIC is available anytime (24 hours a day, 7 days a week, 365 days a year) and is available any way (phone, email, chat).

Go to: Customer Interaction Center (CIC) Worldwide Telephone Directory - <https://support.sap.com/en/contact-us/phone.html>

### **SAP's Business Impact Assessment Question**

SAP recently introduced a mandatory step in their process to further harmonize their support processes and decrease resolution times for critical issues. This step applies when clients are directly forwarding urgent incidents (Priority of High or Very High) to SAP support. Before saving your support ticket, please enter the Business Impact as shown below:



Here are some tips on the information you should provide when completing the Business Impact section of the support ticket. These types of answers will help expedite SAP's response.

#### For Production Systems:

- Is the production system down?
- Which SAP product is affected?

- Which business processes are affected, e.g. Payroll, Reporting?
- How users many are affected and how are they affected in their daily tasks?
- Is there a workaround in place? How effective is it?
- Are there upcoming deadlines that could be affected by the issue?
- If yes, please state the details of those deadlines and the consequences if they were not met.
- How long have you been affected by this problem?
- Is the situation deteriorating?
- Are suppliers and/ or your customers affected by this issue?
- Is there a financial loss due to this issue? If yes, please quantify.
- Any other details of the impact this issue is having on your business?
- In your opinion, would this affect other companies using SAP similarly?

#### For Non-Production Systems:

- Does the problem affect a project?
- What is the planned go live date for production?
- What are you going live with (SAP Product Version, Support Package, Patches)?
- Is this issue a showstopper?
- Which stage of the project are you working on?
- Please detail the milestone dates of the project.
- What are the consequences if any of those dates are missed? Please detail.
- Is the entire project at a standstill or can you continue to work on other sections?
- How many members of the project team are affected? To what extent?
- How many consultants are affected? To what extent?
- Please quantify any financial loss you are experiencing.
- Any other details of the impact this issue is having on your business?

Lastly, a best practice is to provide as much detail as possible as to the depth of the business impact. If you have any questions on this process or require further information on SAP Support, please contact [vvusupport@vistavusolutions.com](mailto:vvusupport@vistavusolutions.com).