

SAP Customer Connection program

Get more value from your SAP investments

WHAT IS THE SAP CUSTOMER CONNECTION PROGRAM?

Customer Connection is SAP's channel for improvement requests related to current SAP products. We will include accepted improvements in SAP standard and make them available via SAP Notes and Support Packages, for quick and easy implementation. It is free for all customers with a valid maintenance contract to participate in the program, and to use resulting improvement.

WHAT ARE THE BENEFITS?

- Use software improvements delivered in Support Packages for free (covered by the maintenance fee)
- Propose improvement requests and collaborate on other customers' requests, in a structured, transparent, and collaborative process
- Ensure your SAP products meet your needs and add as much value as possible
- Expand your business network of other SAP customers

HOW CUSTOMER CONNECTION WORKS

Customer Connection works in projects with a limited product scope and timeline. In these projects, SAP customers collect improvement requests related to the project scope during a Collect Phase of 2-3 months. The SAP team considers all requests with a minimum of 5 supporting (subscribing) customers, and delivers accepted requests via SAP Notes and Support Packages.

PARTICIPATE IN CUSTOMER CONNECTION PROJECTS

SAP announces and manages Customer Connection projects on the Customer Influence platform (<http://influence.sap.com>). Please register there to learn about upcoming projects, and contribute to ongoing projects in the Collect Phase.

If you have improvement requests in an area where no project is available, please contact your local SAP User Group to request a project. SAP regularly starts new projects based on requests submitted by SAP User Groups. Being part of a User Group will also help you to promote your improvement requests to an extensive network of SAP customers, thus increasing chances for implementation.

USE AVAILABLE IMPROVEMENTS

Visit <http://www.sapimprovementfinder.com> to search and download SAP Notes on improvements by industry, product, or business area. Most improvements are available in your system already today, if you are up to date with Support Packages. You will simply need to activate them as described in the SAP Notes.

MORE INFLUENCING OPPORTUNITIES

Customer Connection is only one of SAP's Influencing channels. While Customer Connection focuses on small enhancements of current products, there are other channels available to get insight into and influence future products. To learn more, visit <http://service.sap.com/influence>.

CONTACT US

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