# SAP Ariba
# Sourcing and Contracts Support
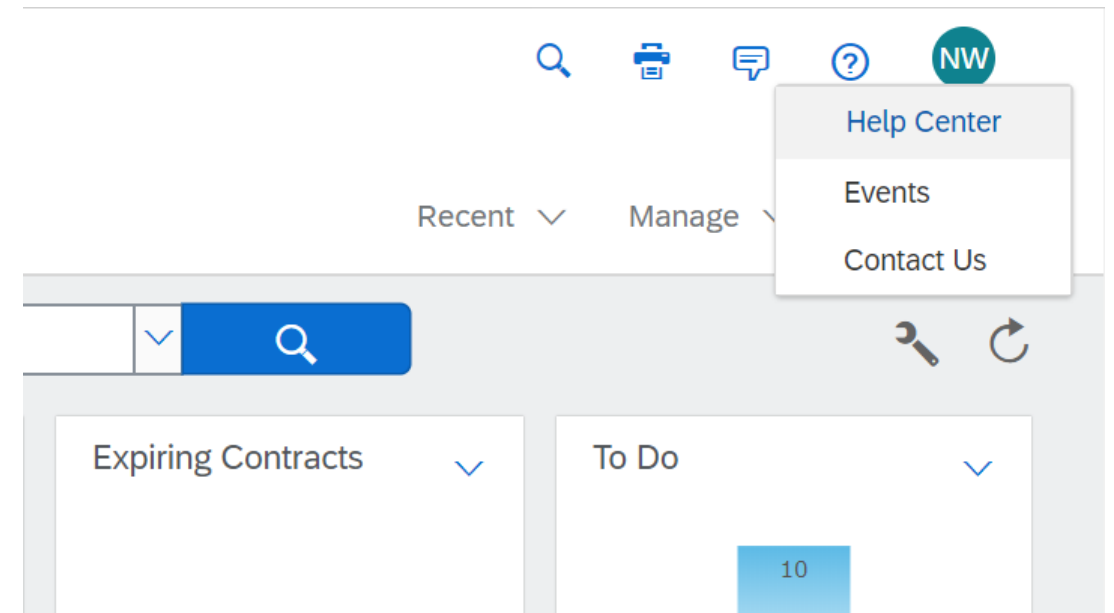
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# Agenda

- End User Support
- Administrator and System Support
- Who Do End Users Request Support From?
- Supplier Support
- System Maintenance
- Additional Support Resources

# End User Support

- End users have two avenues for support:
  - Procurement Officers can assist with 'how to' questions and provide guidance with specific knowledge of the County's processes to end users via email, phone etc.
  - SAP Ariba Support is available to assist end users with standard Ariba functionality (not specific to the County's processes) and is accessible from within Ariba's Help Center function (see below).

# End User Support
## SAP Ariba Help Center

- County users can search the knowledge base for an answer (Home tab), or request assistance via email or callback to talk with an Ariba support operator (Support tab).
- End user support via email or phone is available from Sunday 8pm EST through Friday 8pm EST.
  - Note that the estimated wait time to receive a callback is included next to the "Get help by phone" option.
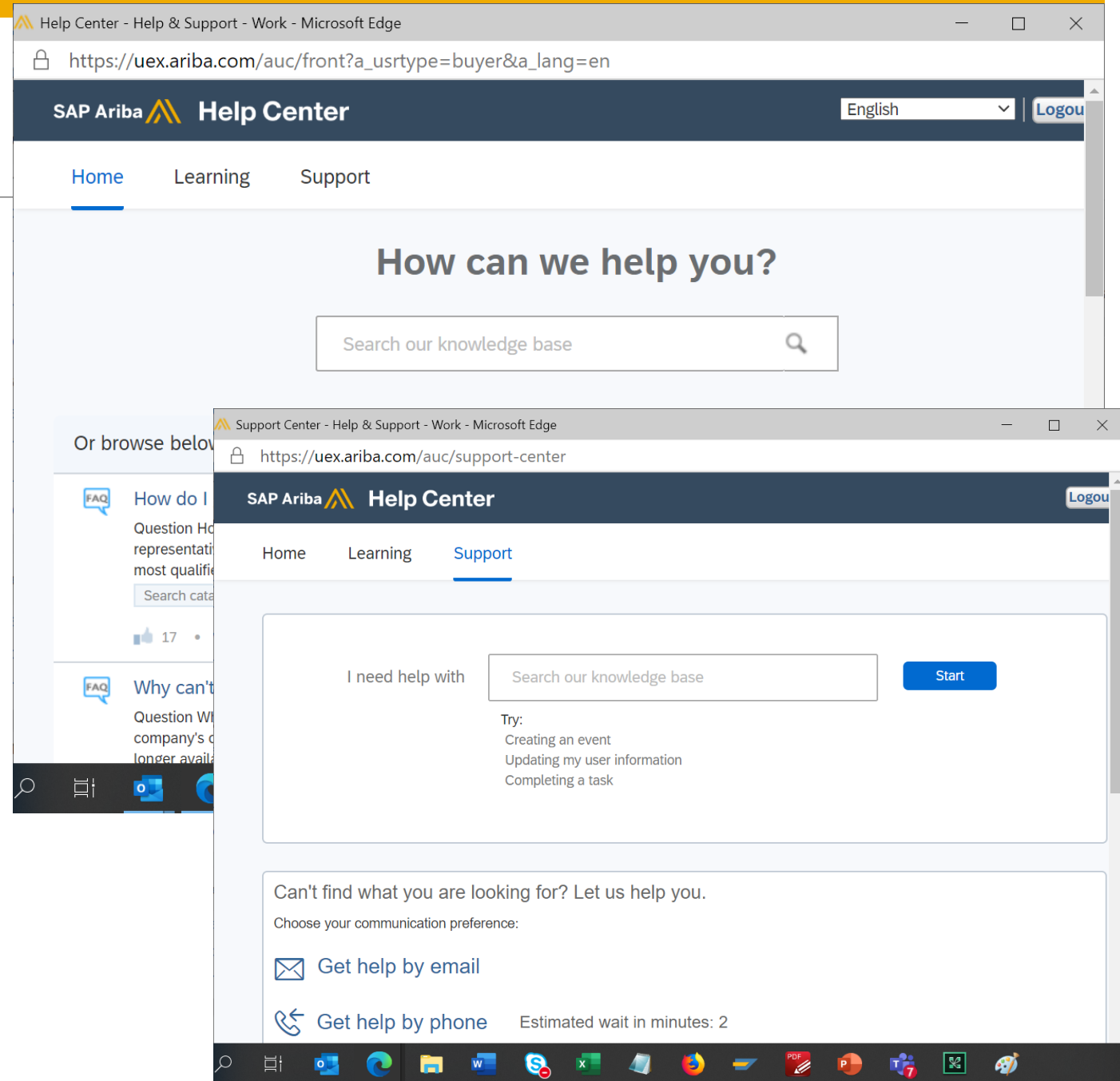
# End User Support
## SAP Ariba Help Center

- To contact SAP Ariba's end user support, select the "Get help by email" or "Get help by phone" option on the Support tab and provide basic information, including a summary of the request for assistance and how to be contacted. Click Submit.

- An operator will be in contact by email or phone (as requested by the user) shortly.

# Administrator and System Support

- Support is available to the County's Designated Support Contacts (DSCs) 24x7 for mission critical support (issues affecting the ability for the County to access and use the system), and during business hours for non-critical support (Mon – Fri, 8am EST – 6pm EST).

- Critical support may be:
  - System is down or inaccessible
    - P1 priority, with an initial response time within one hour of case submission, and SAP to provide either a resolution, workaround or action plan within four hours
  - Significant functionality is inoperable, even if the system as a whole is accessible, for example if Sourcing Requests cannot be created by any user
    - P2 priority, with an initial response time within four hours of case submission.
  - Be aware that issues that are P1 or P2 are quickly triaged, and if insufficient information to support the criticality of the issue has been provided, it is not uncommon for these to be reprioritized to a P3.
    - Please ensure sufficient supporting information demonstrating the impact and criticality is provided as part of the Service Request.

# Administrator and System Support

- Non-critical requests may be:
  - Issues with functionality which are more limited in scope, such as if individual users are unable to create Sourcing Requests
    - P3 priority, with an initial response time within business day of case submission
  - Configuration changes which the County does not have access to perform are required
  - Inquiries about how to use certain functions
    - These types of requests do not have SLAs.

# Administrator and System Support

- Support requests can be logged by a Designated Support Contact via Ariba Connect (connect.ariba.com)
- Note that the County is granted three DSCs for each module in its subscription – six total, between Sourcing and Contracts
  - The ability to submit support requests by a DSC are not module specific, so any of the six DSCs can log tickets for any Ariba module.
  - The County today has two DSCs defined – Chaleta and Jonathan Butler (as he is the contract contact, but can be replaced by another County associate).
- Recommendation: Additional DSCs should be defined, including Tony, and potentially other implementation team members such as Frederina.

# Who Do End Users Request Help From?

- Note: The process flow on the right is a proposal for discussion and does not explain every possible scenario, such as how to address an issue if the response provided is insufficient.

- Where a provided response is insufficient, the person providing that response should review again the request, and if necessary make contact with the next support team (Procurement Officers → OCS, OCS → Ariba Customer Support).
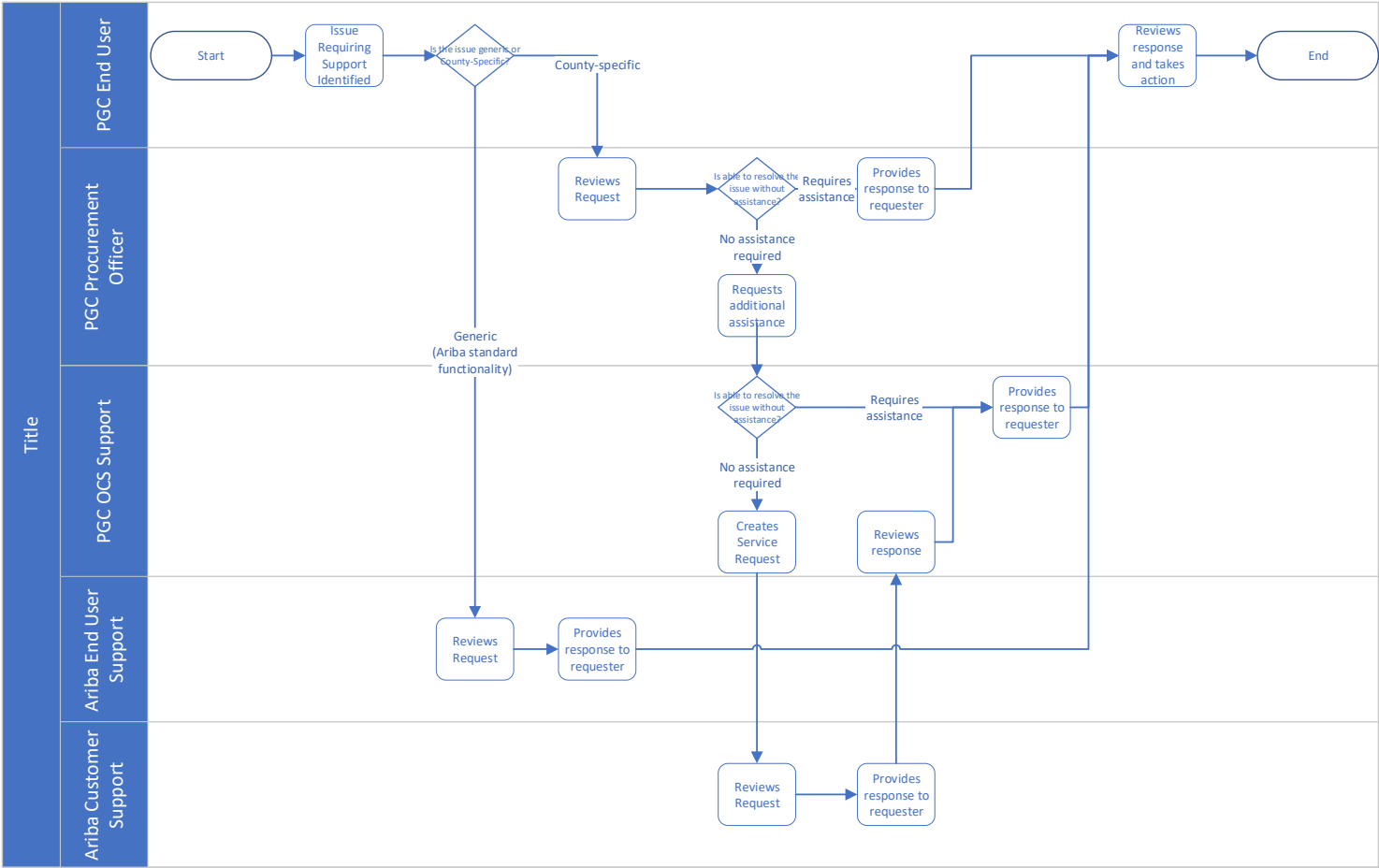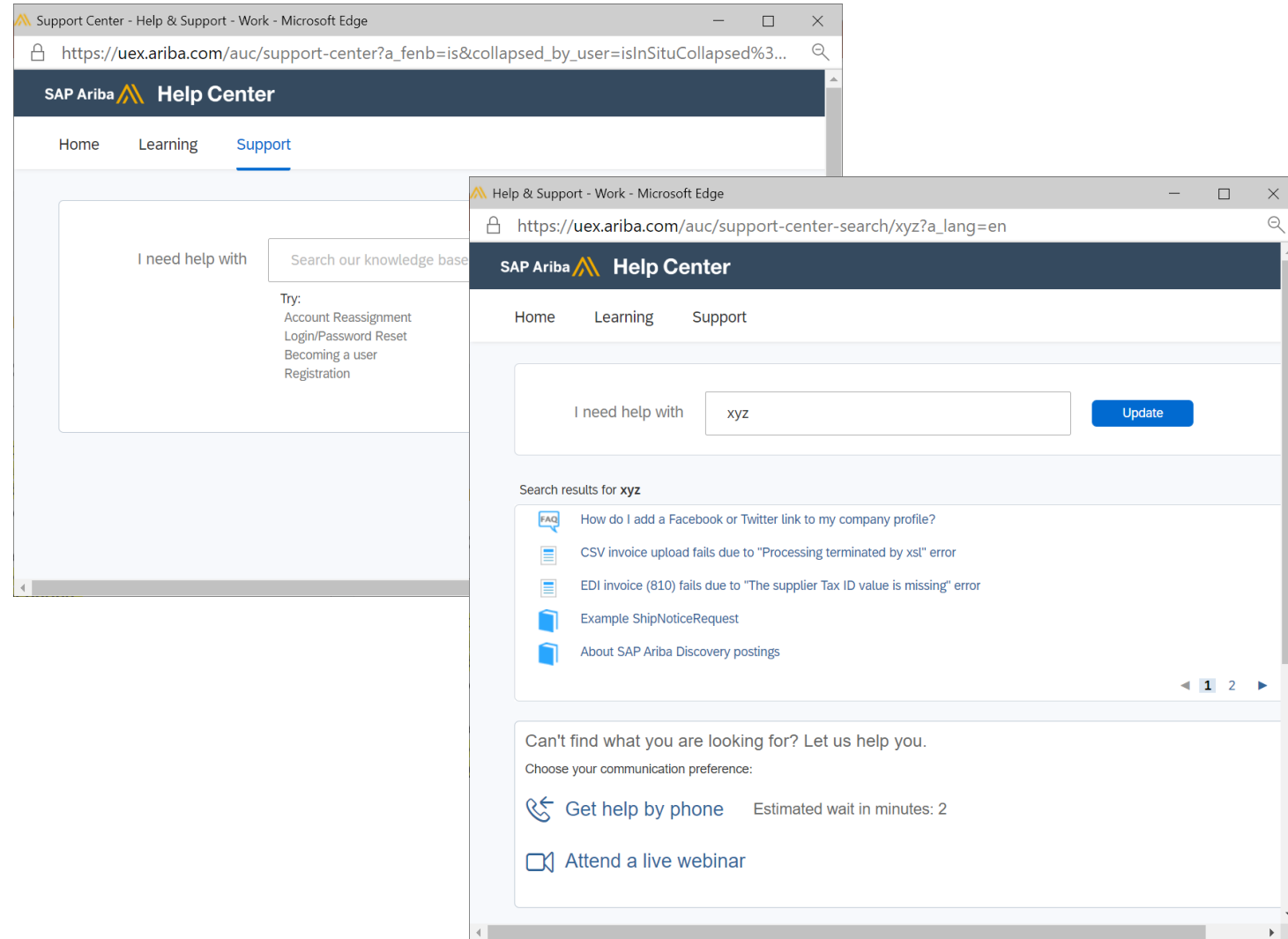
# Supplier Support

- Ariba provides support to suppliers similar to that provided to end users – they can advise suppliers on standard functionality such as:
  - How to access and operate their account,
  - How to respond to sourcing events and contracts etc
- For questions which are specific to County processes, the suppliers will need to contact a County resource (Procurement Officer?).
- Supplier Support is accessible from the supplier login screen by clicking on the "?" menu to open the Help Center frame, and clicking on "Support".
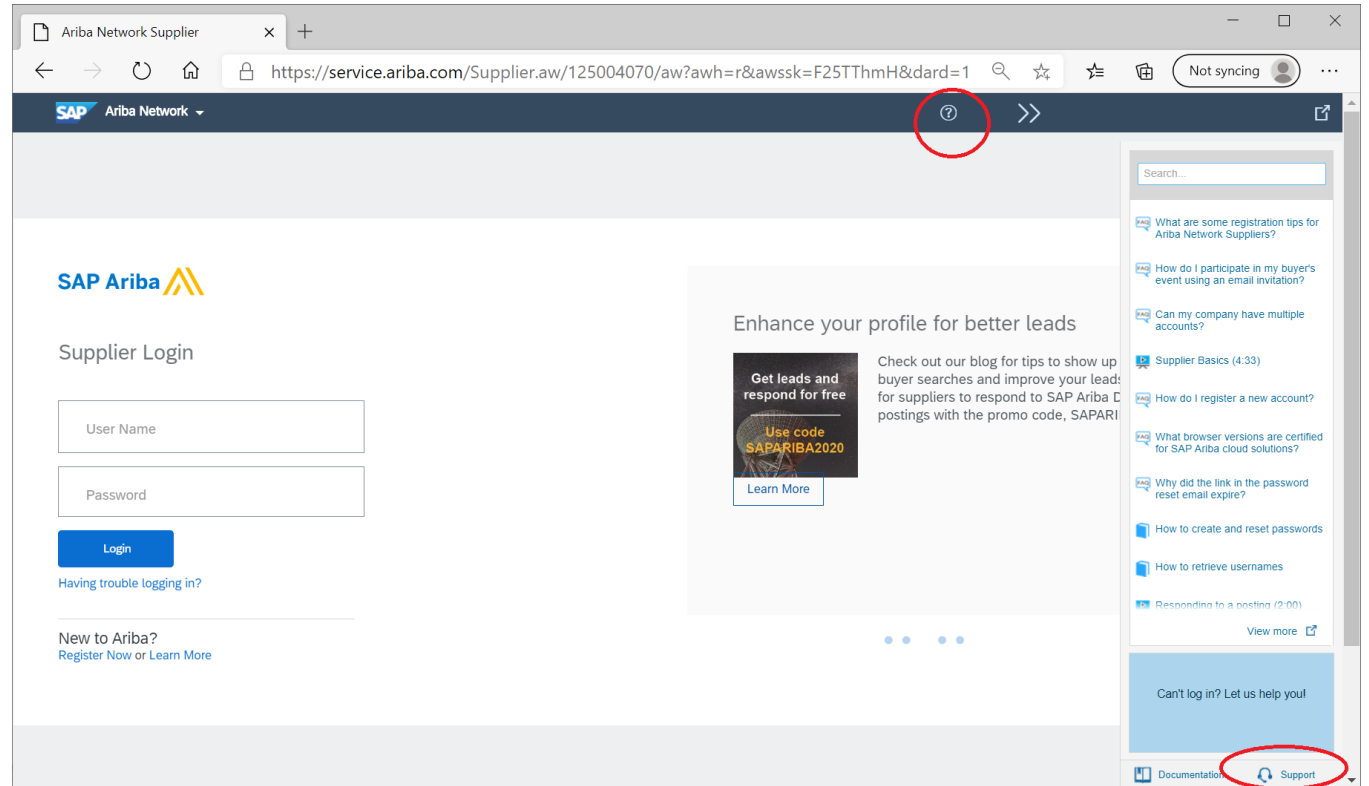
# Supplier Support

- Supplier support via phone is available from Sunday 8pm EST through Friday 8pm EST.
- To contact SAP Ariba's end user support, select the "Get help by phone" option on the Support tab.
  - Note that the estimated wait time to receive a callback is included next to the "Get help by phone" option.

# Supplier Support

- Provide basic information, including a summary of the request for assistance and how to be contacted. Click Submit.

- An operator will be in contact shortly.

# System Maintenance

- A weekly maintenance window is defined, normally (though not always) at Sat 7pm EST (8pm EDT) for 4 hours.
  - Not every weekend will be used for maintenance;
  - Nor will every posted maintenance window require an outage;
  - Nor will *every product* be impacted by posted maintenance window – they may apply to (eg) "All Ariba OnDemand applications", specific applications (eg "Ariba Sourcing") listed, Cloud Integration Gateway, or Ariba Network.
  - Review the notification emails as they are sent to confirm the impact.
  - Scheduled maintenance is also posted at: https://connectsupport.ariba.com/sites#announcements-display&/?tab=maintenance
- In the example on the right, the scheduled maintenance impacts Cloud Integration Gateway (the integration solution between customer internal systems and Ariba OnDemand) rather than the Ariba applications, between 3am – 11am EDT, and will result in an outage for CIG, but not the Ariba applications.
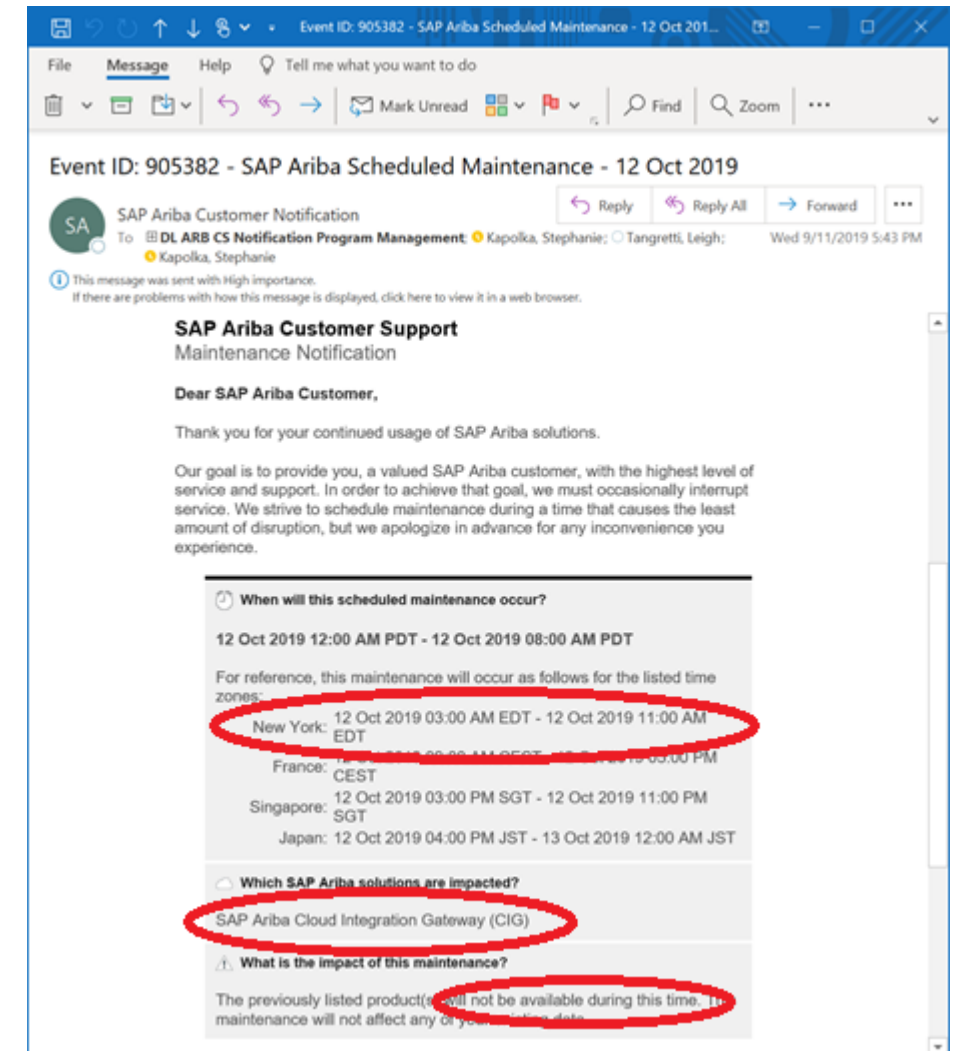
# System Maintenance

- Unscheduled maintenance is infrequent and also communicated by email.
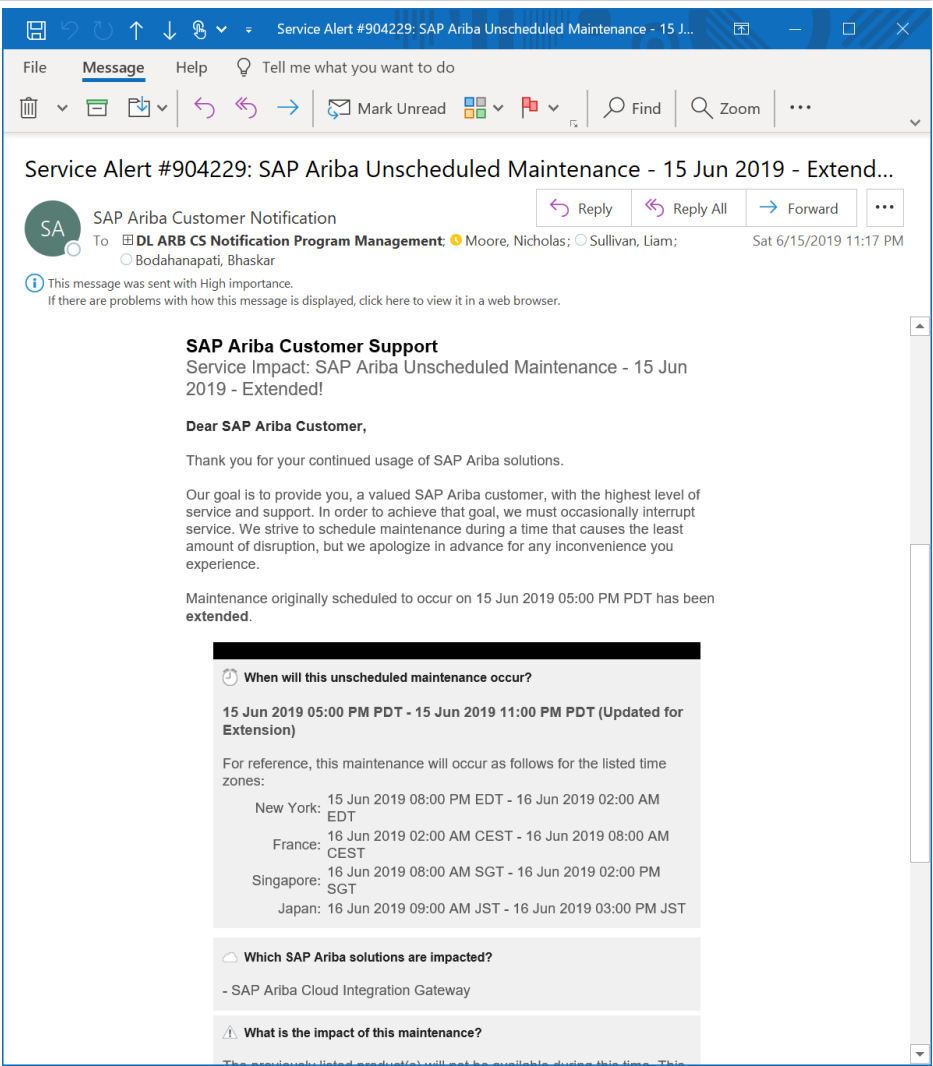
# Additional Support Resources

- Best Practice Center
- Event Day Management
- Sourcing Support Desk

# Additional Support Resources
## Best Practice Center

- SAP Ariba's Best Practice Center Post-Deployment Services provide an approach to driving adoption, return on investment, and use of SAP Ariba's Cloud Services.
- Post-Deployment Services are delivered by the SAP Ariba Best Practice Center and give users access to a combination of process expertise, proven templates and configurations, and coached projects, all based on SAP Ariba's extensive experience with helping organizations get the most out of its commerce programs.
- These services are delivered remotely and may include meetings (preparation and follow-up as required), emails, and customer directed research
- This is a prepaid service, for which 30 hours is included in the subscription for each of Sourcing and Contracts (60 hours total).
- For the County, Masayo Ogawa ([masayo.ogawa@sap.com](mailto:masayo.ogawa@sap.com)) has been assigned as the Best Practice Center Consultant for Sourcing and Contracts.
  - If / when the County uses other Ariba applications, another BPC Consultant may be assigned for those modules as the knowledge tends to be specific to each module.
- An introduction call to be scheduled for PGC and Ariba BPC.

# Additional Support Resources
## Event Day Management

- Event Day Management is a support resource included with end user support.
- EDM includes:
  - Auction Monitoring and Administration, including identifying and removing erroneous binds, pausing auctions, and removing and reinstating suppliers during auctions
  - Bidding Support, including receiving requests from suppliers concerning functional or technical questions immediately prior to and during an online auction
  - Surrogate Bidding, including providing suppliers with the option of telephone bidding by proxy through an SAP surrogate bidder.

# Additional Support Resources
## Sourcing Support Desk

- SAP sourcing experts will review Sourcing Projects in draft format and provide general recommendations for best practices in event setup through the sourcing support desk.
- Recommendations include (non-commodity specific) advice regarding:
  - Site functionality
  - Online bidding formats
  - Lot structure
  - Bidding parameters
- A report of the review is emailed to the client documenting the team's findings.
- Target timeline for completing the findings is 24 business hours (one business day), though receiving the report may extend beyond the 24 hours.
- Availability is the same as end user support – Sun 8pm EST through Fri 8pm EST.

# Additional Support Resources
## Sourcing Support Desk

- **You can submit an event for SSD review by clicking on the "Ariba Review" button on the Summary tab during event creation.**

- This button only appears if the Test Project field specifies "No".

# Thank you

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