

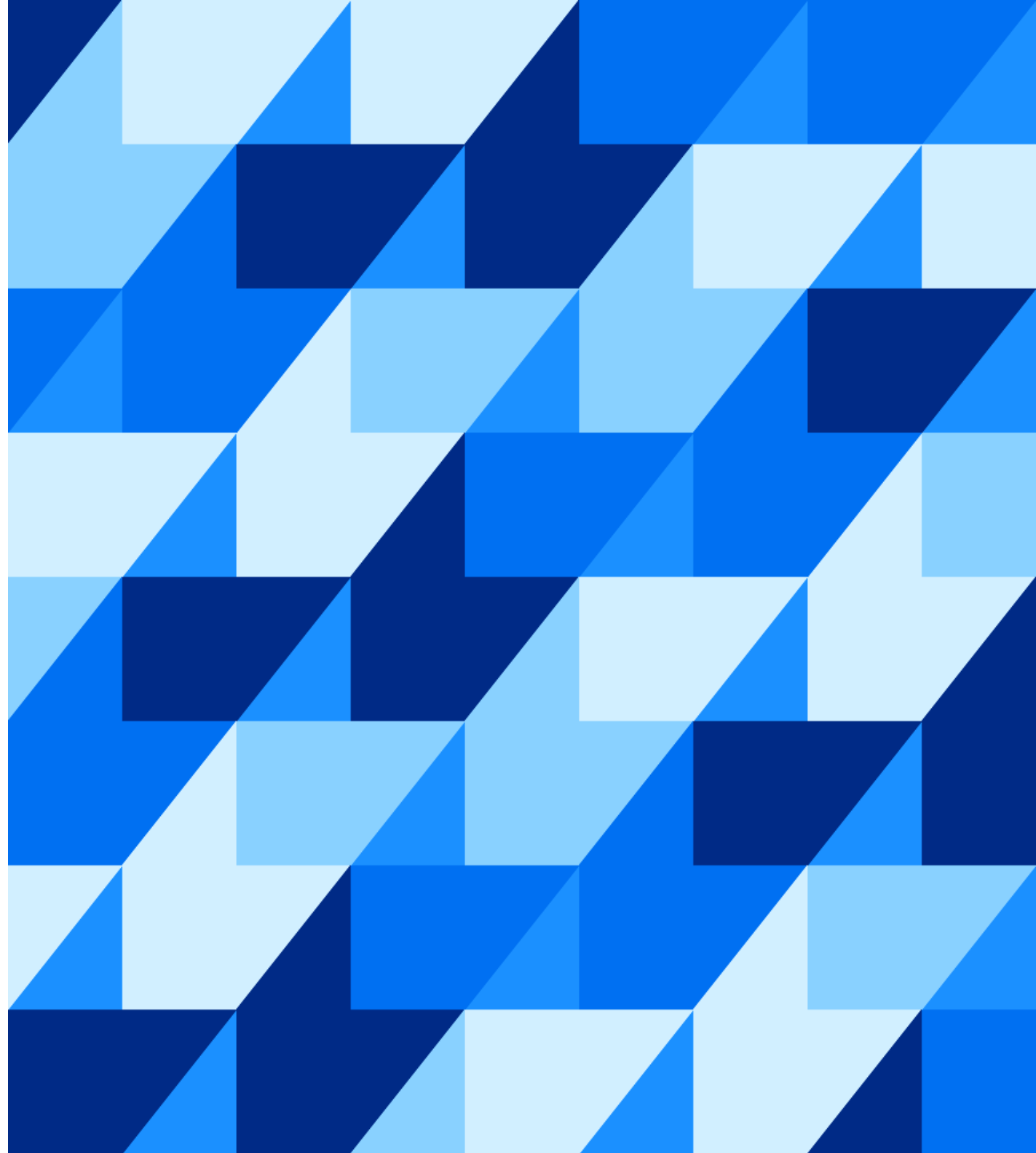


# Introduction to Help Center 3.0

August 21 & September 8

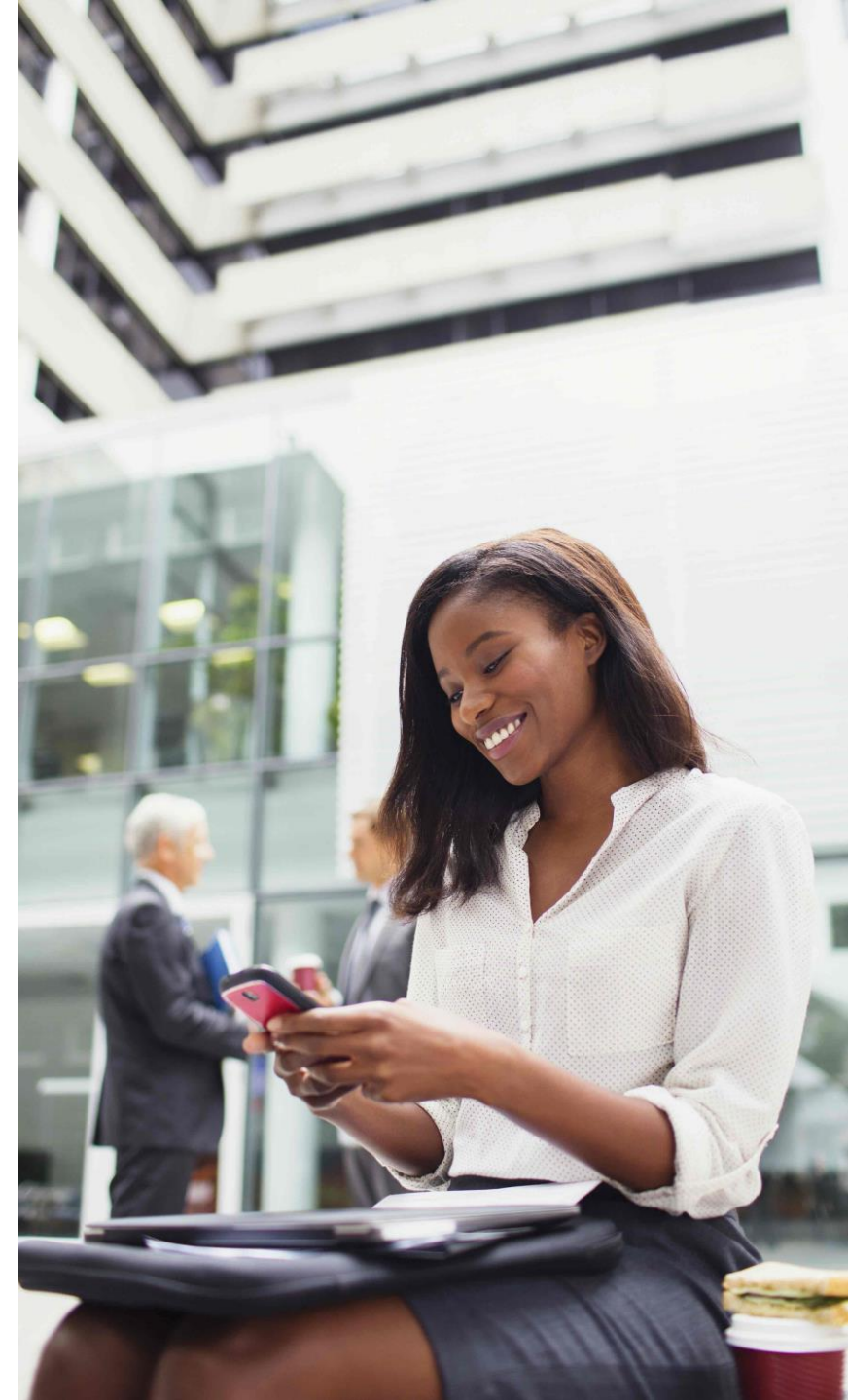
SAP

Public



# Agenda

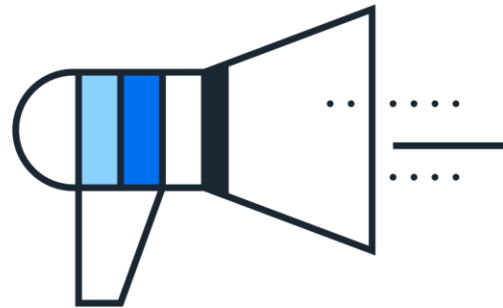
- Overview
- Key features & benefits
- Demo
- Releases by persona



# What is Help Center 3.0?

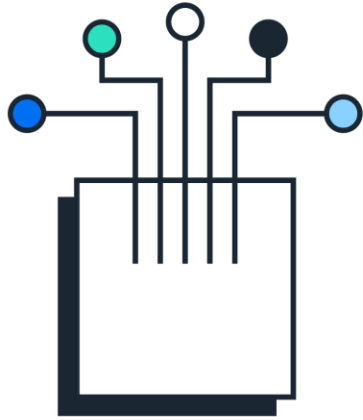
A new version of Help Center that aligns with SAP's technology north star.

Help Center 3.0 offers redesigned user experiences (UX) in key areas to address user needs and feedback.

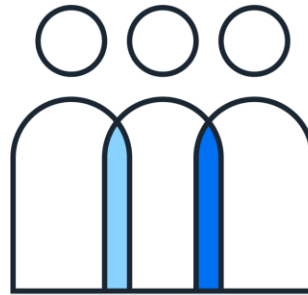


***You spoke, we listened!***

# Why are we changing?



New code infrastructure enables our team to work smarter with increased scalability, availability, and responsiveness



Redesigned UX allows us to build trust with our users that they are in the right place to gain the support they need

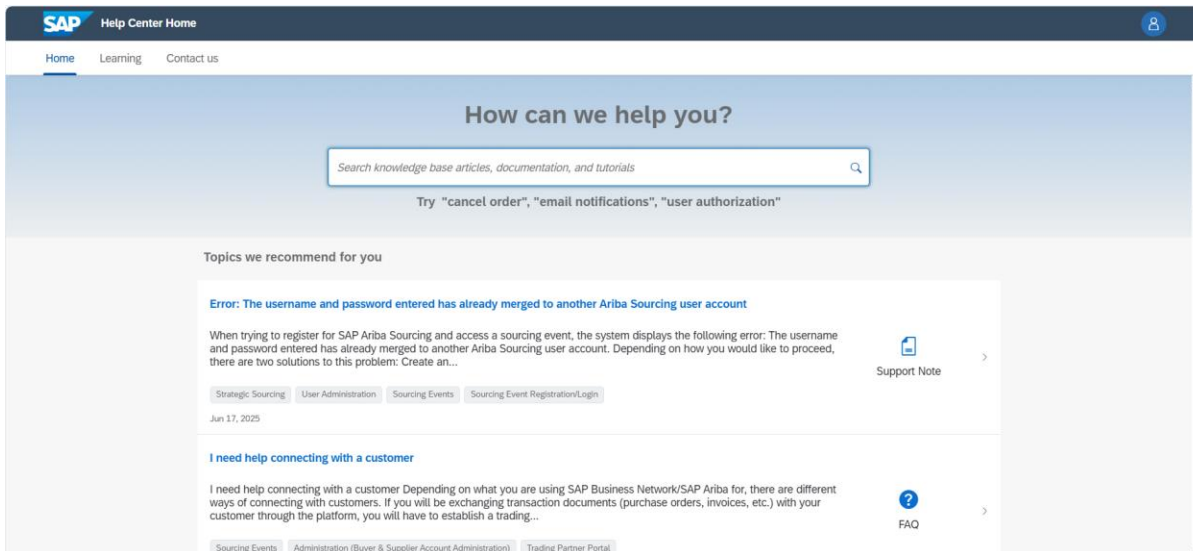


Context sensitive cards guide users to the topics that are most relevant to them and their business

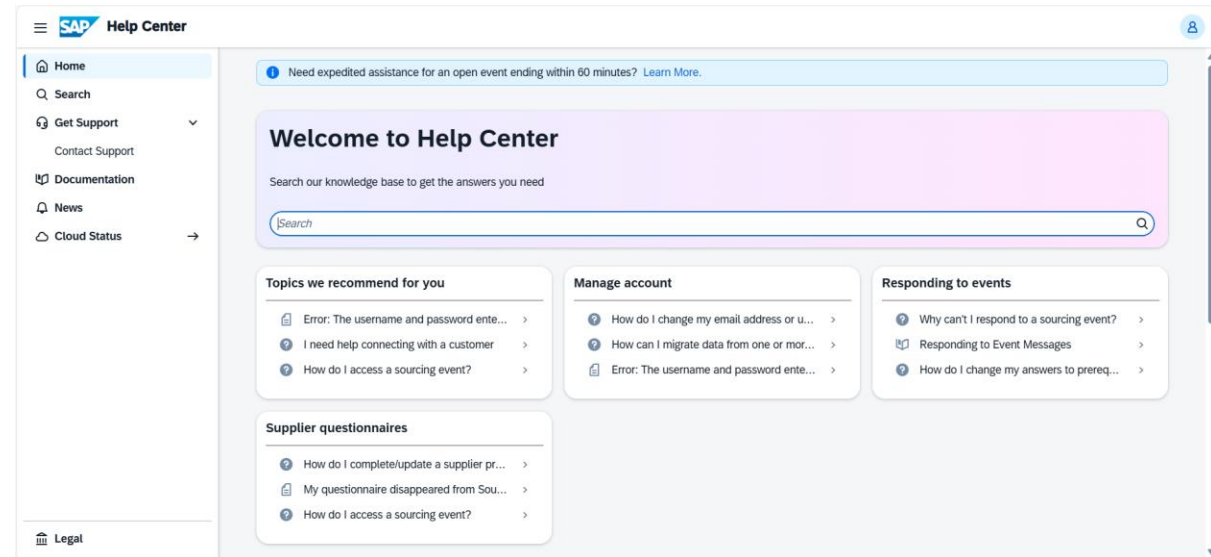
# Key features & benefits

## Improved UX within the following areas:

- Home screen with contextually sensitive search cards & quick access to important information
- Contact Us (renamed to: Contact Support)
- Case Management
- Documentation



Current UI



New UI

# Releases by persona

## First wave of users:

- **SAP Fieldglass:** Buyer / PMO
- **SAP Business Network:** Buyer
- **SAP Ariba:** Buyer
- **SAP Discovery:** Buyer / Supplier

## Second wave of users:

- **SAP Fieldglass:** Supplier / Worker
- **SAP Business Network:** Supplier
- **SAP Ariba:** Supplier

All users are expected to be using the new Help Center 3.0 by the end of Sept 2025.

# Thank you.

## Introduction to Help Center 3.0