



How does SAP Continuous Influence work?

Find - Participate - Benefit

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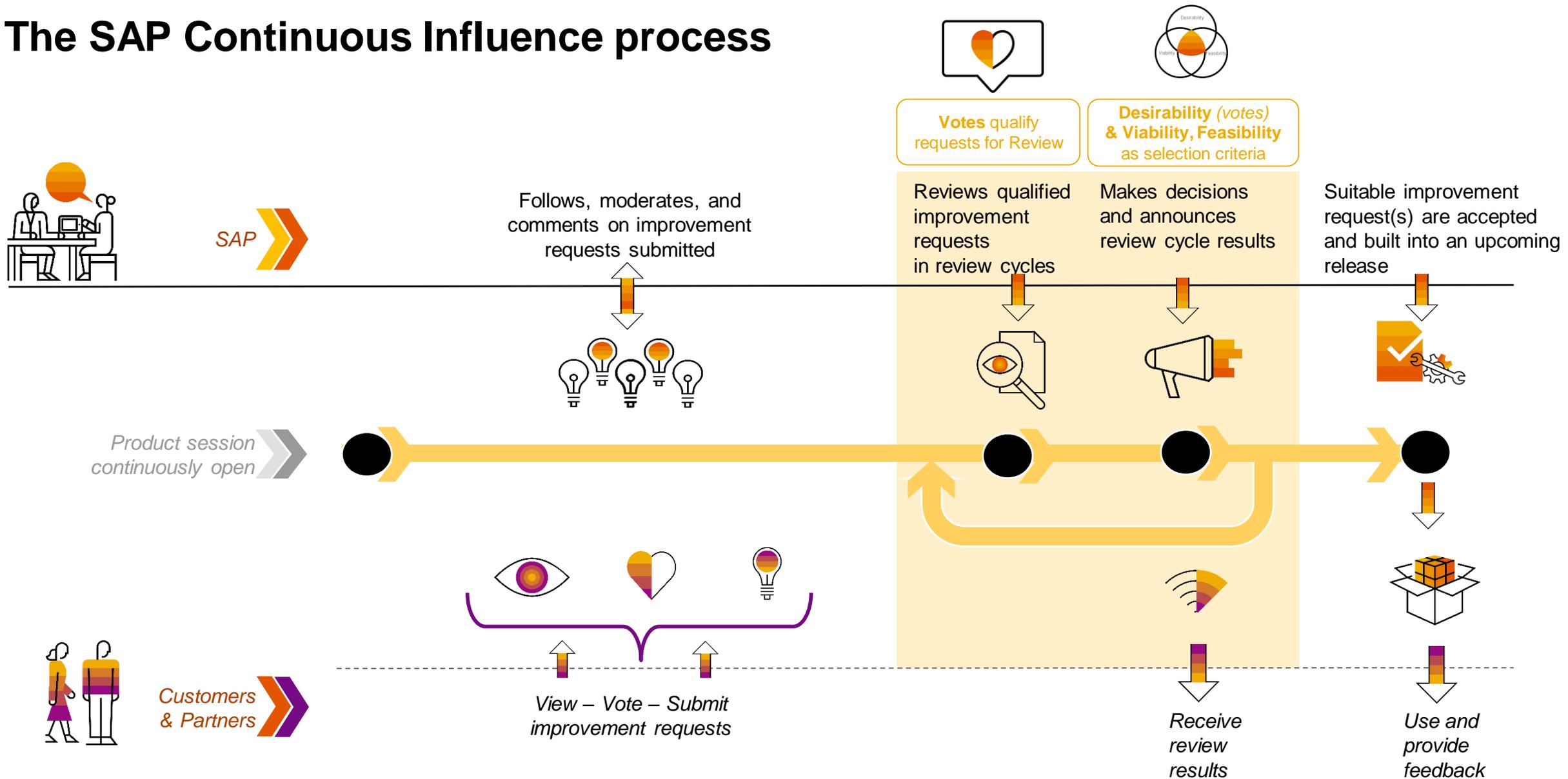
Agenda

The SAP Continuous Influence process

SAP Continuous Influence most frequent questions by Customers

SAP Continuous Influence Improvement Requests statuses

The SAP Continuous Influence process



SAP Continuous Influence most frequent questions by Customers

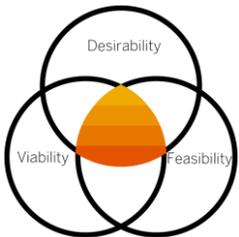
“I have heard about Customer Connection, now we talk about Continuous Influence. What’s the difference?”

- Both programs enable Customers and Partners to submit Improvement Requests, prioritize them through voting, and collaborate with SAP development to deliver the most pertinent requests.
- Customer Connection is rather designed for On-Premise product on maintenance and works on a project basis. Continuous Influence is rather designed for intensive feedback on Cloud solutions and newer technologies, with continuous collection and frequent reviews.

“How come different sessions have different minimum voting thresholds? Why don’t you have the same threshold for everybody?”

- Continuous Influence sessions use a minimum customer vote threshold to surface the requests that are interesting and important for the community.
- The default minimum voting threshold is 10 votes, but this can differ or get adjusted from session to session based on the Customer community size and level of incoming feedback. The bigger the community size, the higher the voting threshold will be.
- Votes are grouped by Company: 3 votes from the same Company will count as 1.

“How does SAP select which improvement requests to develop?”



SAP endeavors to accept and develop the set of requests that are doable and that make sense for both customers and SAP.

- **Desirability:** how many Customers **voted** for this? How many customers will benefit from it?
- **Viability:** Is this globally relevant? Is this in alignment with SAP's strategy for the product?
- **Feasibility:** Is the development effort realistic? Is this request workable within the product's architecture?

“When can I expect SAP to give me some feedback on my request?”

- SAP development will review Improvement requests in a certain frequency. This can differ for each session (e.g. quarterly or every 6 months), but will happen once per year at a minimum. You can see when the next “Review cycle” in the session’s timeline:



- If your request has reached the minimal voting threshold, then you should expect it to be reviewed within the next possible Review cycle.
- In the review cycle, an improvement request can get Accepted to be developed for a mid-term or long-term release, or it may be set to Not Planned if it's clear this request will not be developed in a foreseeable future.
- It might happen that SAP cannot take a final decision during the current cycle, in which case it will be reviewed in the next review cycle, or in a longer timeframe. SAP will always try to let you know when the next step can be foreseen.

“I submitted a request and it got rejected. What’s the point for me to continue contributing?”

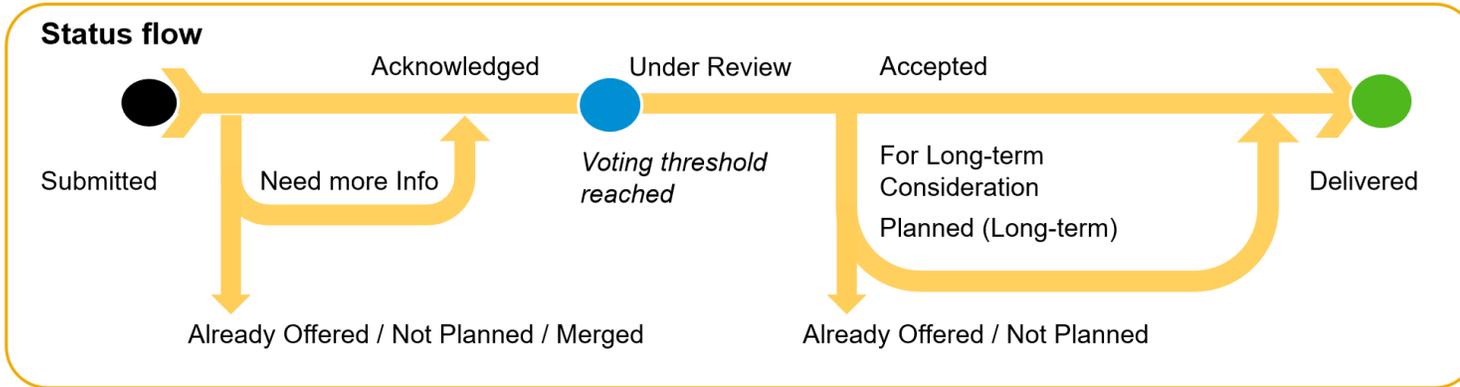
- The Continuous Influence program is designed to surface requests that will have maximal benefit to the largest possible customer base. In this context, it might happen that requests are not getting sufficient support or are not workable for SAP.
- Getting one's request rejected may understandably create some frustration, but there will be surely many other requests (perhaps ones you voted for), that do get accepted and will hopefully balance the outcome.

“Recently I saw a new session start recently, and another close down. How does that work? How does SAP choose?”

- SAP respects Customers' time: Sessions will only start if SAP has ensured there will be sufficient capacities to review and develop improvement requests, and to communicate properly back to the community.
- SAP Continuous Influence is a rather intensive feedback channel. If SAP considers that the specific area is mature enough, the session may be phased out.
- If there are areas that are not covered, the community can work through their local SAP User Group to request SAP to consider setting this up.

SAP Continuous Influence Improvement Requests statuses

What do they mean?



Status	Description
Submitted	Improvement Request has been submitted; vote for the request to prioritize and qualify it for review
Need More Info	Improvement Request requires further information to proceed. Please provide details on the request by updating the description or by adding an additional comment
Acknowledged	Improvement Request has been checked to make sure it is described clearly, is in the correct project and category, is within scope, and is not a duplicate
Under Review	Improvement Request has received enough votes and is included in the next review cycle
Accepted	Improvement Request is being considered for development
For Long-term Consideration	Improvement Request has been identified as being a larger investment and is now reviewed in the context of the future product portfolio
Planned (Long-term)	Improvement Request has been identified as being a larger investment and is planned to be developed in the context of the product portfolio
Delivered	Improvement Request has been delivered; see status comment how to benefit from it
Already Offered	There is already a solution available; see status comment for more details
Not Planned	Improvement Request has been reviewed and will not to be developed; see status reason for rationale
Discontinued (Merged)	Improvement Request has been merged into another request; see parent for current status and follow up activities.

Thank you.

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