

Welcome Pack | EXTERNAL

Premium Assistant Let's Get You Started

Get the support you need to get the most value out of your SAP® Concur® solutions.

What is Premium Assistant?

Premium Assistant provides ongoing, strategic, and customized support to help you hit the ground running with a new SAP Concur solution and get the most from your solution in the short- and long-term. By tapping into focused SAP Concur experts, you and your team can stay focused on your day-to-day responsibilities while delivering the greatest impact from your SAP Concur solution.

With Premium Assistant, your SAP Concur team of subject matter experts will provide proactive support that is both consultative and collaborative to deliver guidance and information that helps you:

- Define and hit your business goals through personalized and enhanced support that meets you where you are with your travel and expense program and your SAP Concur solutions.
- Deliver continuous value from your SAP Concur investment – providing recommendations for and changes to configurations and policies to adapt your solutions to your specific needs.
- Increase productivity by providing the knowledge and skill to effectively administer superior support to end-users, without draining your own team.
- Create continuity, so even as employees come and go, your Premium Assistant team will provide consistent, accessible knowledge about your solution, your objectives, and your performance.



What do you get?

What do you get with Premium Assistant?

Premium Assistant is designed to work flexibly – adapting to the key priorities and needs you have in your business through:

- A designated support team and appointed point of contact that gets to know your business and helps you solve challenges and identify opportunities.
- Consistent, proactive engagement with twice-monthly calls to help you stay up to date on tasks and meet your objectives.
- Customized success plans and best practice reviews.
- Tailored monthly release notes reviews to make sure you understand what's new with your SAP Concur solution and how to put it work for your organization.
- Ongoing support when, where and how you need it via phone, chat, or email.

What are the available hours and service level agreements (SLAs)?

- Dedicated phone available Monday-Friday 9am-7pm Eastern
- Chat available 24/7
- Portal Case or Email, responded to within 24 hours
- SLAs of 24 hours or 8 business hours



How does it work?

What does the engagement look like?

- Your Premium Assistant expert coach will run through an initial analysis of your SAP Concur solutions evaluating it against case trends and for any major configuration areas that may require re-evaluation.
- During your first call, your coach will walk you through the phone numbers and various contact options you have to reach your Premium Assistant team.
- From there, you'll engage in your regularly scheduled calls to review initial recommendations and suggested improvements and review your objectives.
- Through your first conversations, you and your coach will build your success plan – a clear list of actions to help you hit your objectives.
- Once that plan is established, you'll continue to review your actions, progress, and updates in future calls.



FAQs

What language(s) are available with Premium Assistant?

Currently, Premium Assistant is offered in English.

In what region(s) is Premium Assistant supported?

North America, Australia, New Zealand, and United Kingdom.

Who can work with the Premium Assistant team?

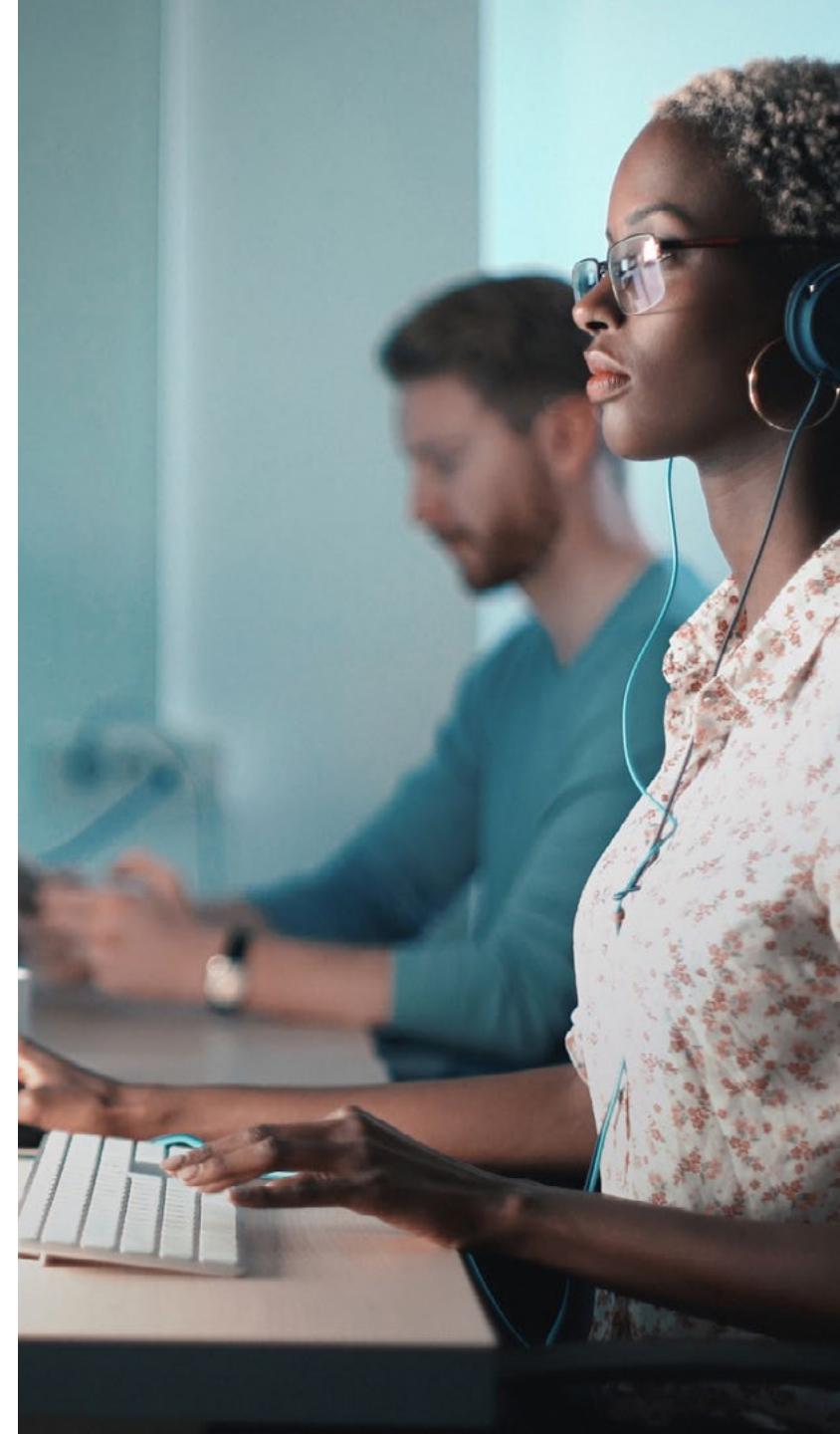
For security and data protection purposes, the Premium Assistant team will only work with your company's Authorized Support Contact (ASC). Additionally, working with your ASC helps ensure your plans are successful, your objectives are met, and any configuration improvements are signed off by authorized decision makers within your organization.

Can I call the dedicated phone line at any time?

The dedicated phone lines are only operational during business hours from 9am to 7pm Eastern. You may reach Expertise and Care service via the 24/7 chat managed by our special team. You may also send an email to the dedicated Concur_CoachingBench@SAP.com.

Who do I reach out to in between my scheduled calls?

If you have a question or would like to request a configuration change outside of your scheduled calls, your ASC may reach out via phone, email, or chat. These inquiries are monitored, and SAP Concur personnel will route them to the appropriate Premium Assistant coach.



Thank You

With Premium Assistant, our goal is to help you reach your goals – to make sure your SAP Concur solutions are delivering what your business needs and freeing your team's time to do the work you hired them to do.

Ongoing Support

Got a question or need advice? Just ask your SAP Concur Representative.

Systems Issues

Check out the [administrator support page](#) to raise a case and/or ask your Service Coordinator.

Contact Us





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