

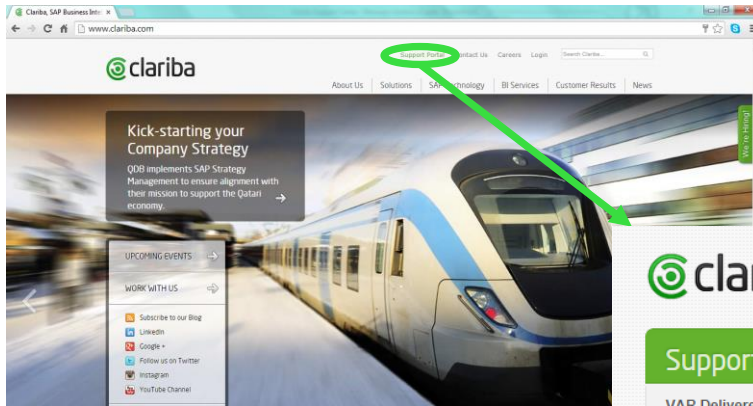


Customer Support Guide

Customer Center and SAP Solution Manager
Quick User's Guide

Clariba Customer Support Portal







Entry Page



Support Portal

VAR Delivered Support (VDS)

Clariba's Customer Center

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Customer Support Portal

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean tempor purus vitae risus eleifend, non vulputate sem dapibus.

Clariba's VAR Delivered Support (VDS)



Clariba's VAR Delivered Support (VDS) customers may access our Solution Manager application for issues related with SAP software. Severity 1 incidents reported outside regular office hours must be entered here. [Click here.](#)

If you are a Clariba SureSupport or VDS customer and you do not have a login to either one of the portals, please send an E-mail to support@clariba.com and we will set one up for you as soon as possible.

 [Contact Us](#)

Clariba's Customer Center

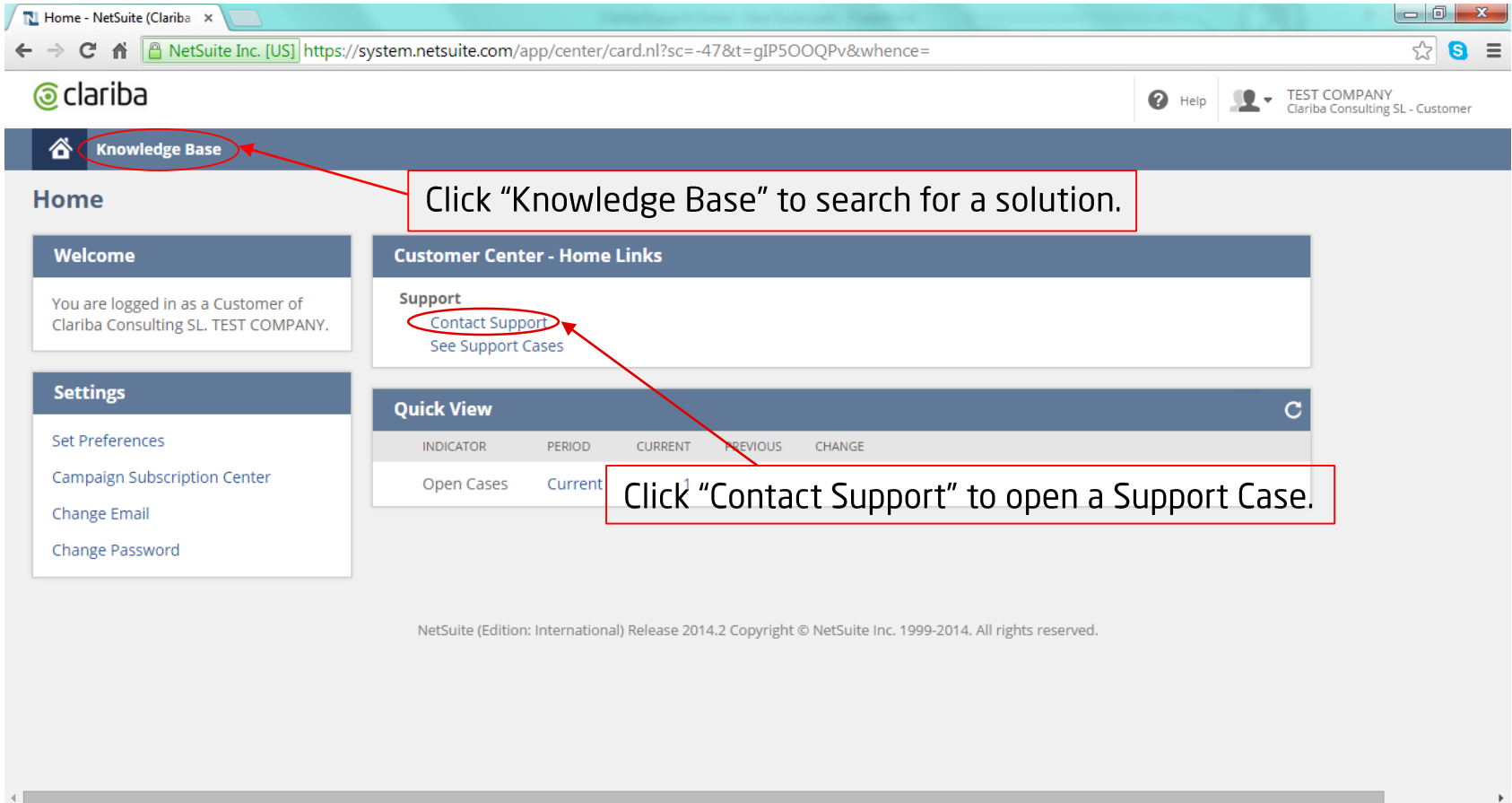


Clariba's SureSupport and/or VDS customers may access our Customer Center portal for general or implementation-related issues. In case of doubt, please use this link. [Click here.](#)



Clariba Customer Center

Incident process with Clariba Customer Center



The screenshot shows the Clariba Customer Center interface. The browser address bar displays the URL: <https://system.netsuite.com/app/center/card.nl?sc=-47&t=gIP5OOQPv&whence=>. The interface includes a navigation bar with the Clariba logo and a user profile section for "TEST COMPANY" (Clariba Consulting SL - Customer). The main content area is divided into several sections:

- Home**: A section with a "Welcome" message and a "Settings" menu.
- Customer Center - Home Links**: A section with a "Support" link and a "Contact Support" link.
- Quick View**: A table with columns for "INDICATOR", "PERIOD", "CURRENT", "PREVIOUS", and "CHANGE". The table contains one row with "Open Cases" and "Current".

Annotations with red boxes and arrows highlight the following elements:

- The "Knowledge Base" link in the navigation bar.
- The "Contact Support" link in the "Support" section.

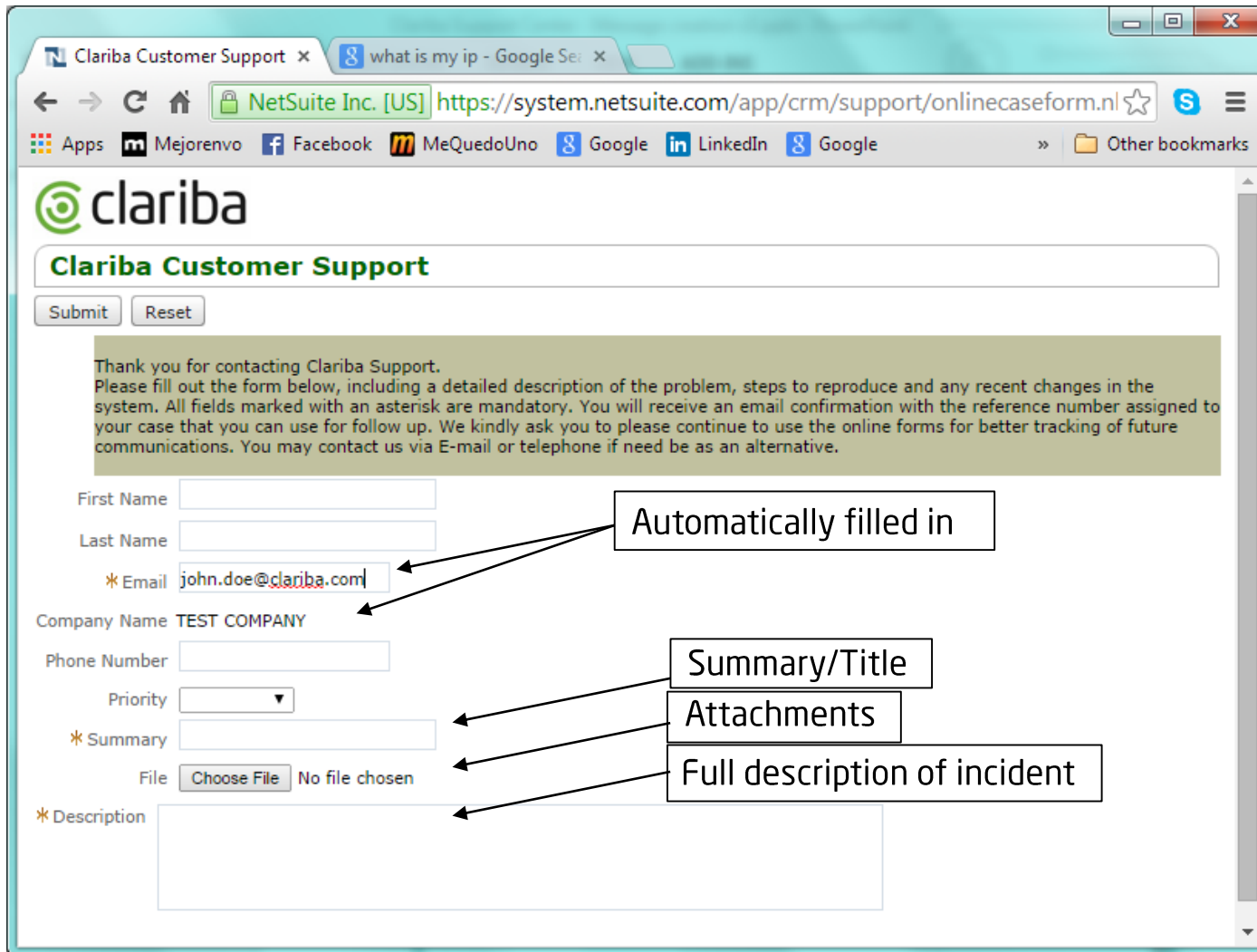
Instructions are provided in red boxes:

- "Click 'Knowledge Base' to search for a solution."
- "Click 'Contact Support' to open a Support Case."

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Clariba Customer Center

Incident process with Clariba Customer Center



Clariba Customer Support

Submit Reset

Thank you for contacting Clariba Support.
Please fill out the form below, including a detailed description of the problem, steps to reproduce and any recent changes in the system. All fields marked with an asterisk are mandatory. You will receive an email confirmation with the reference number assigned to your case that you can use for follow up. We kindly ask you to please continue to use the online forms for better tracking of future communications. You may contact us via E-mail or telephone if need be as an alternative.

First Name

Last Name

* Email

Company Name TEST COMPANY

Phone Number

Priority

* Summary

File No file chosen

* Description

Automatically filled in

Summary/Title

Attachments

Full description of incident

Clariba's SAP Solution Manager

Solution Manager authentication

- To be used for Priority 1 issues after office hours.
- You will receive your credentials by email or you can request them directly at support@clariba.com.



SAP NetWeaver

 Protocol cannot be switched to HTTPS; HTTPS is not configured/active

 No switch to HTTPS occurred, so it is not secure to send a password

System:

Client: *

User: *

Password: *

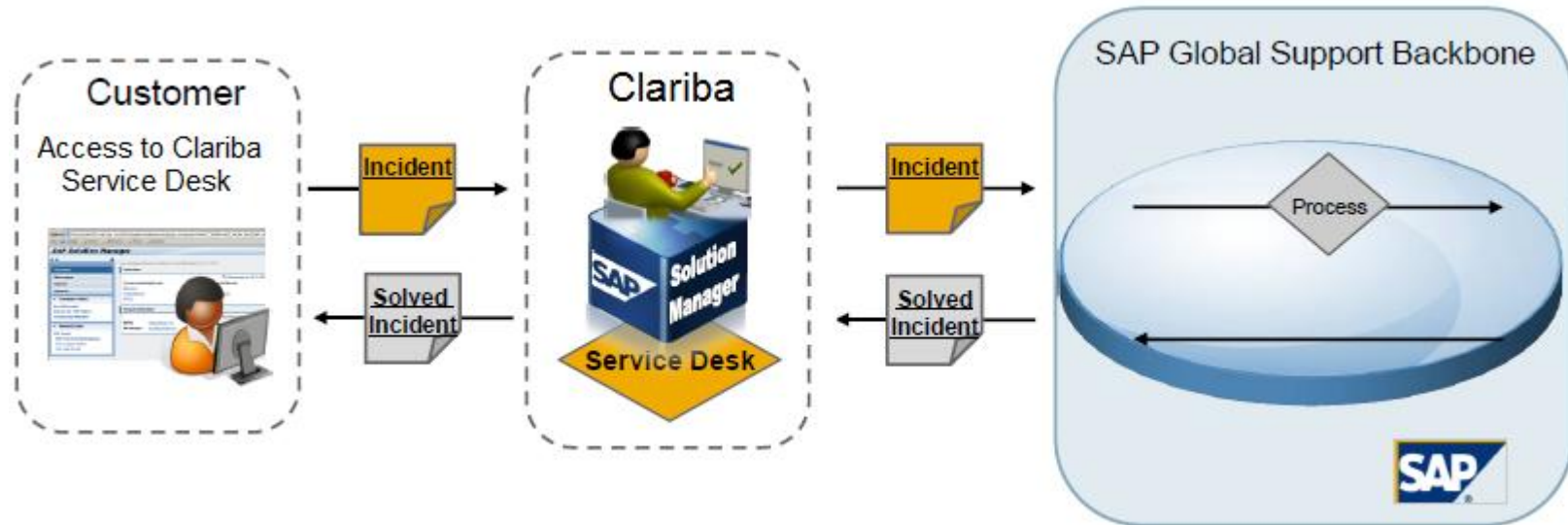
Language:

[Change Password](#)

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Clariba's SAP Solution Manager

Incident process within the Clariba Support Portal

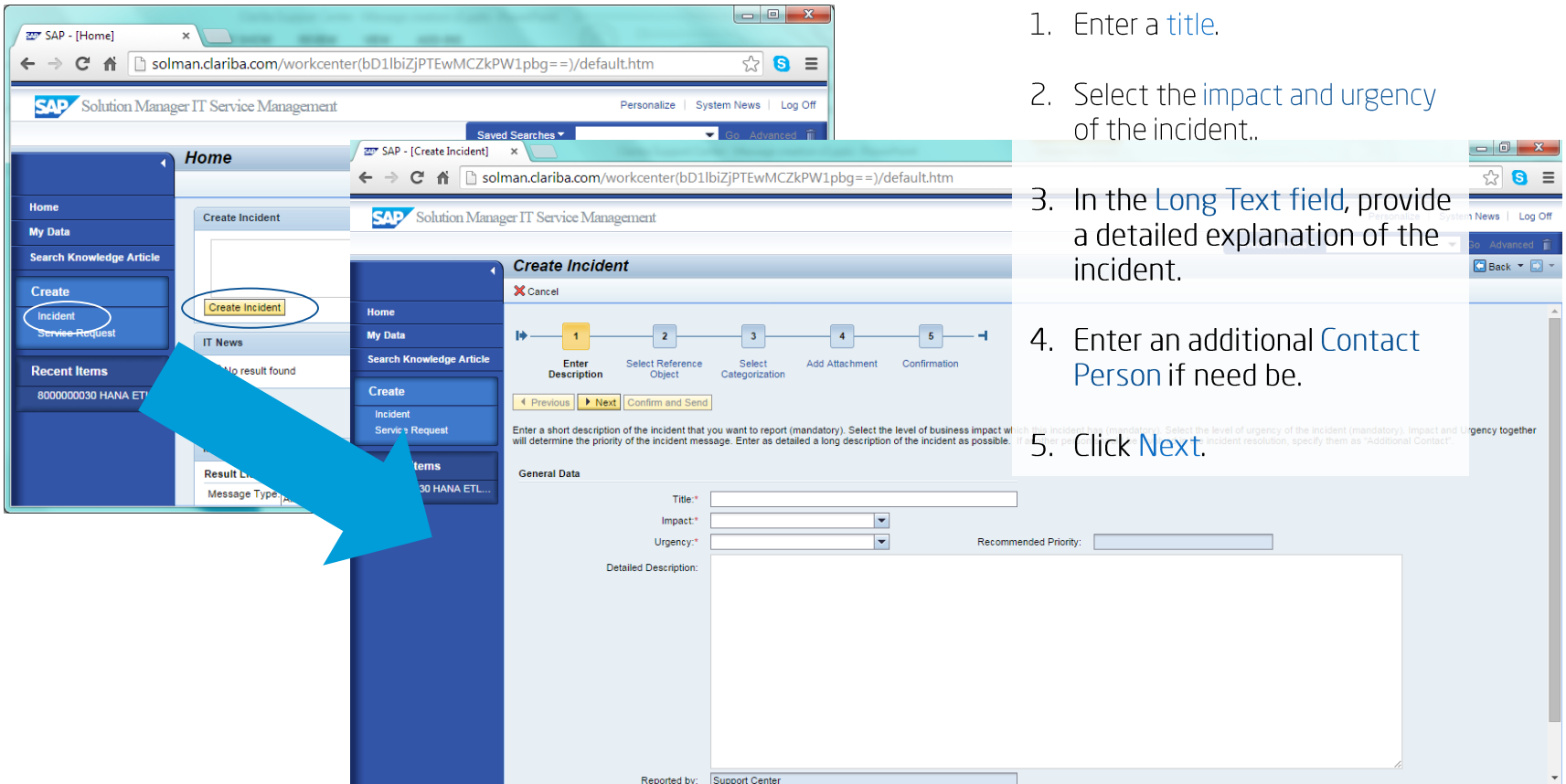


- Customer creates an incident via Clariba Support Portal at <http://www.clariba.com>.
- Clariba receives the incident in the Customer Center and works on the solution.
- Clariba solves the incident and proposes a solution.
- Occasionally, Clariba forwards the incident to SAP via SAP Solution Manager to assist in the resolution.
- Customer confirms the solution and closes the incident.

Clariba's SAP Solution Manager

Customer workspace

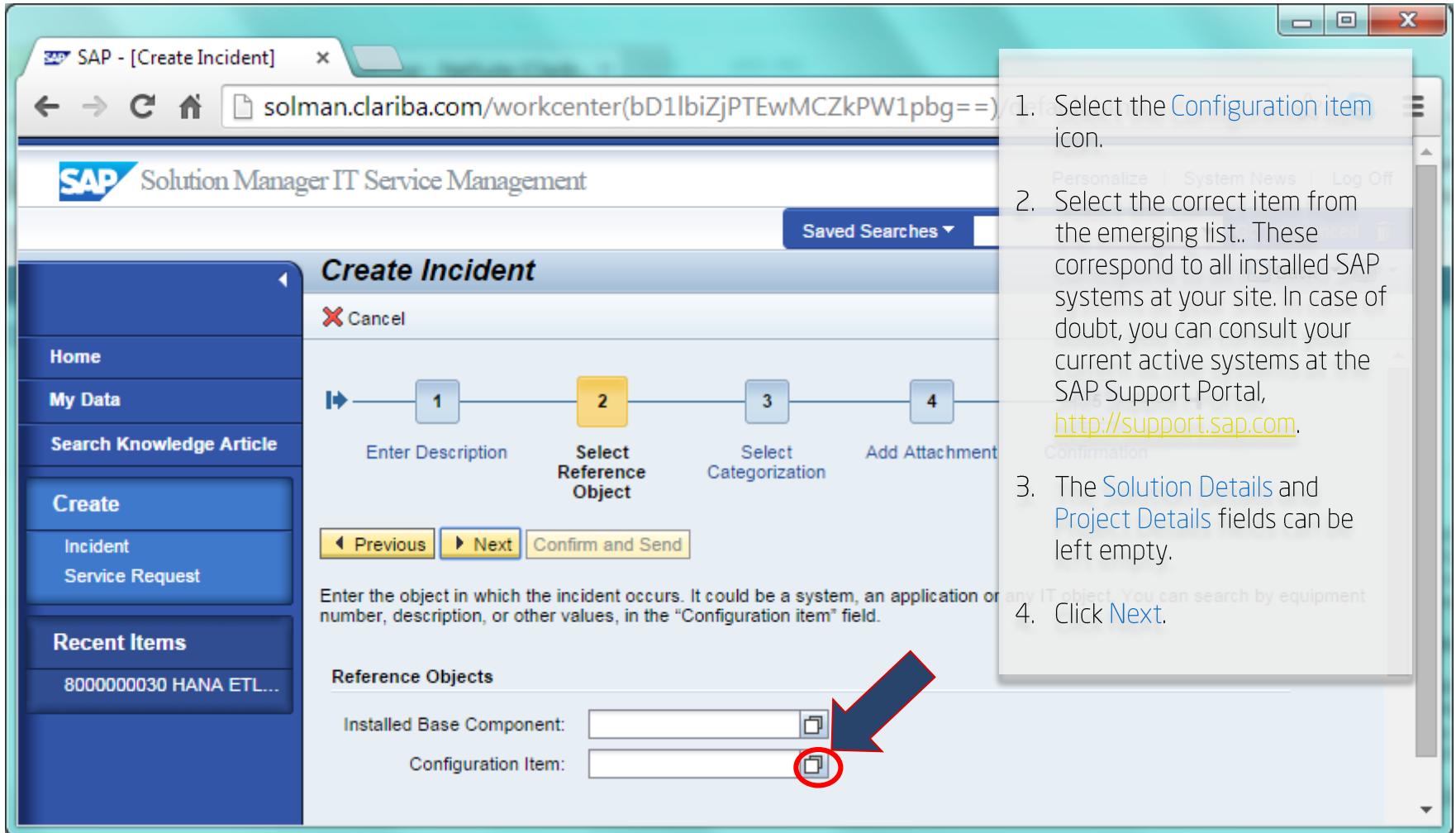
To create a message just follow the link in the left panel or the "Create Incident" button:



1. Enter a [title](#).
2. Select the [impact](#) and [urgency](#) of the incident..
3. In the [Long Text](#) field, provide a detailed explanation of the incident.
4. Enter an additional [Contact Person](#) if need be.
5. Click [Next](#).

Clariba's SAP Solution Manager

Creating a new incident



SAP - [Create Incident]

solman.clariba.com/workcenter(bD1IbiZjPTEwMCZkPW1pbG==)

SAP Solution Manager IT Service Management

Create Incident

Cancel

1 Enter Description

2 Select Reference Object

3 Select Categorization

4 Add Attachment

Previous Next Confirm and Send

Enter the object in which the incident occurs. It could be a system, an application or any IT object. You can search by equipment number, description, or other values, in the "Configuration item" field.

Reference Objects

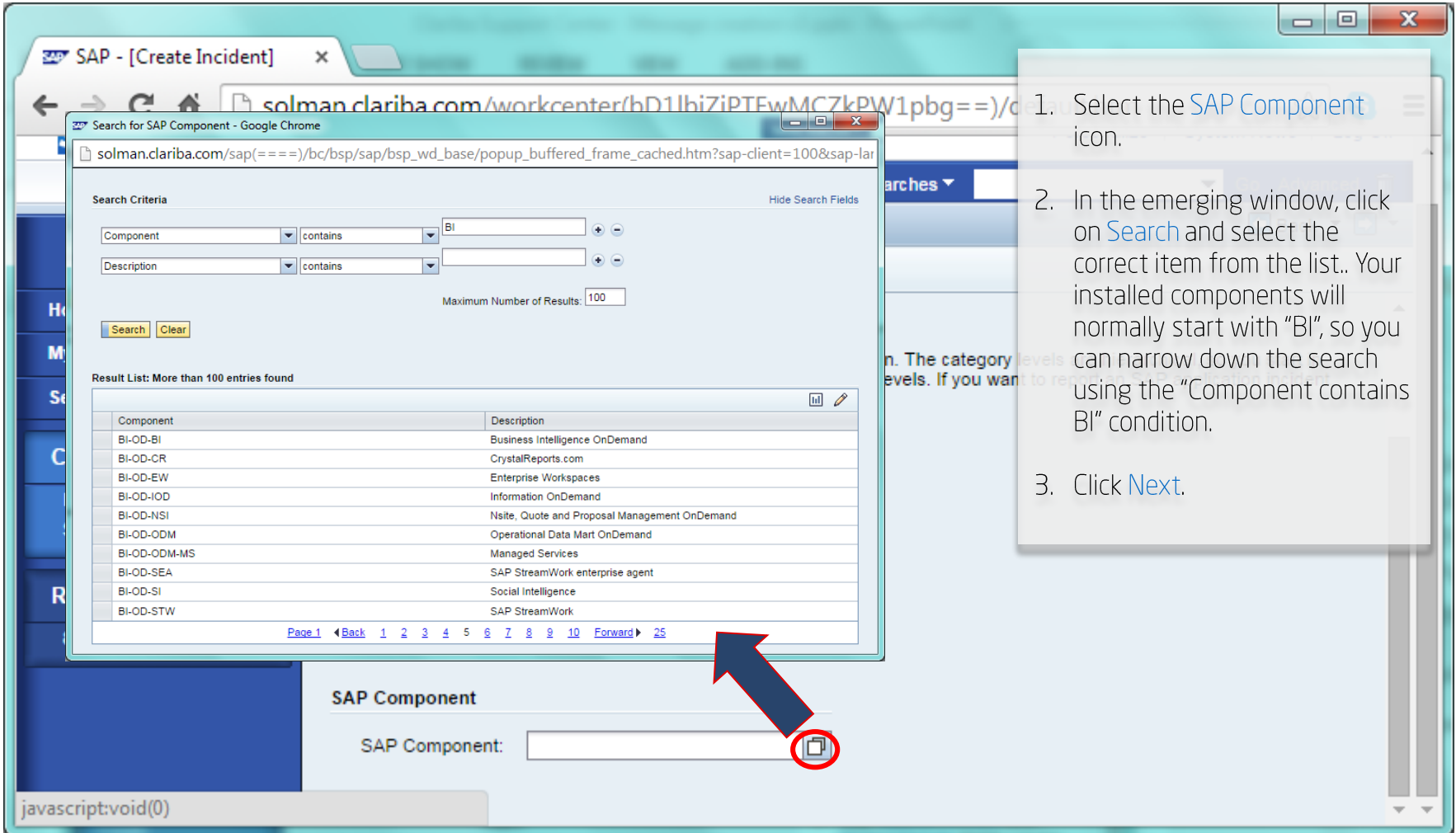
Installed Base Component:

Configuration Item:

1. Select the **Configuration item** icon.
2. Select the correct item from the emerging list.. These correspond to all installed SAP systems at your site. In case of doubt, you can consult your current active systems at the SAP Support Portal, <http://support.sap.com>.
3. The **Solution Details** and **Project Details** fields can be left empty.
4. Click **Next**.

Clariba's SAP Solution Manager

Creating a new incident



SAP - [Create Incident]

solman.clariba.com/workcenter(hD1lbiZiPTEwMC7kPW1pbg=)/c...

Search for SAP Component - Google Chrome

solman.clariba.com/sap(===)/bc/bsp/sap/bsp_wd_base/popup_buffered_frame_cached.htm?sap-client=100&sap-lar...

Search Criteria

Component: contains + -

Description: contains + -

Maximum Number of Results:

Search **Clear**

Result List: More than 100 entries found

Component	Description
BI-OD-BI	Business Intelligence OnDemand
BI-OD-CR	CrystalReports.com
BI-OD-EW	Enterprise Workspaces
BI-OD-IOD	Information OnDemand
BI-OD-NSI	Nsite, Quote and Proposal Management OnDemand
BI-OD-ODM	Operational Data Mart OnDemand
BI-OD-ODM-MS	Managed Services
BI-OD-SEA	SAP StreamWork enterprise agent
BI-OD-SI	Social Intelligence
BI-OD-STW	SAP StreamWork

Page 1 ◀ Back 1 2 3 4 5 6 7 8 9 10 Forward ▶ 25

SAP Component

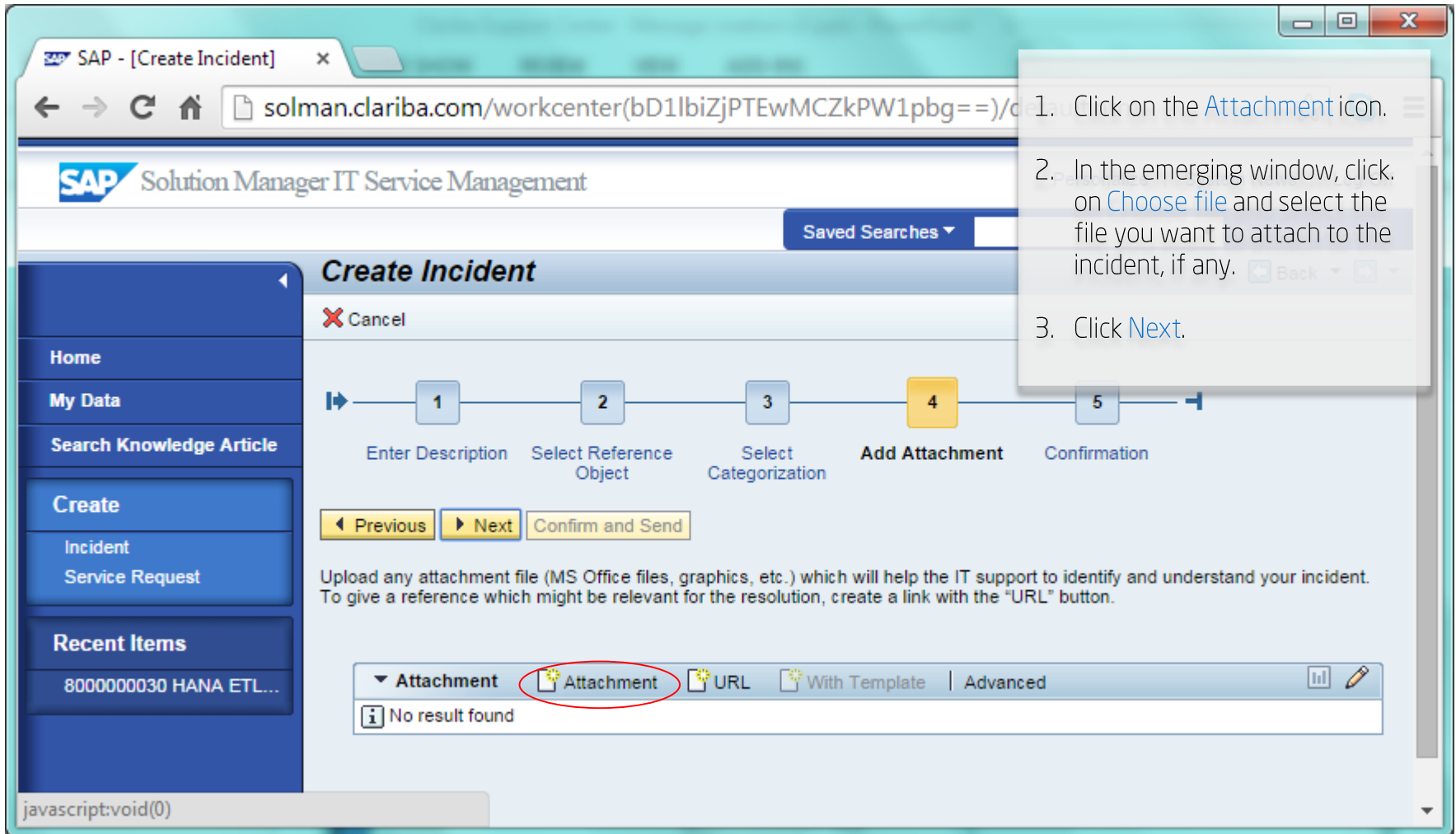
SAP Component:

javascript:void(0)

1. Select the [SAP Component](#) icon.
2. In the emerging window, click on [Search](#) and select the correct item from the list.. Your installed components will normally start with "BI", so you can narrow down the search using the "Component contains BI" condition.
3. Click [Next](#).

Clariba's SAP Solution Manager

Creating a new incident



SAP - [Create Incident] x

solman.clariba.com/workcenter(bD1IbiZjPTEwMCZkPW1pbG==)/c

SAP Solution Manager IT Service Management

Saved Searches ▾

Create Incident

✖ Cancel

1 2 3 4 5

Enter Description Select Reference Object Select Categorization **Add Attachment** Confirmation

◀ Previous ▶ Next Confirm and Send

Upload any attachment file (MS Office files, graphics, etc.) which will help the IT support to identify and understand your incident. To give a reference which might be relevant for the resolution, create a link with the "URL" button.

▼ Attachment **Attachment** URL With Template | Advanced

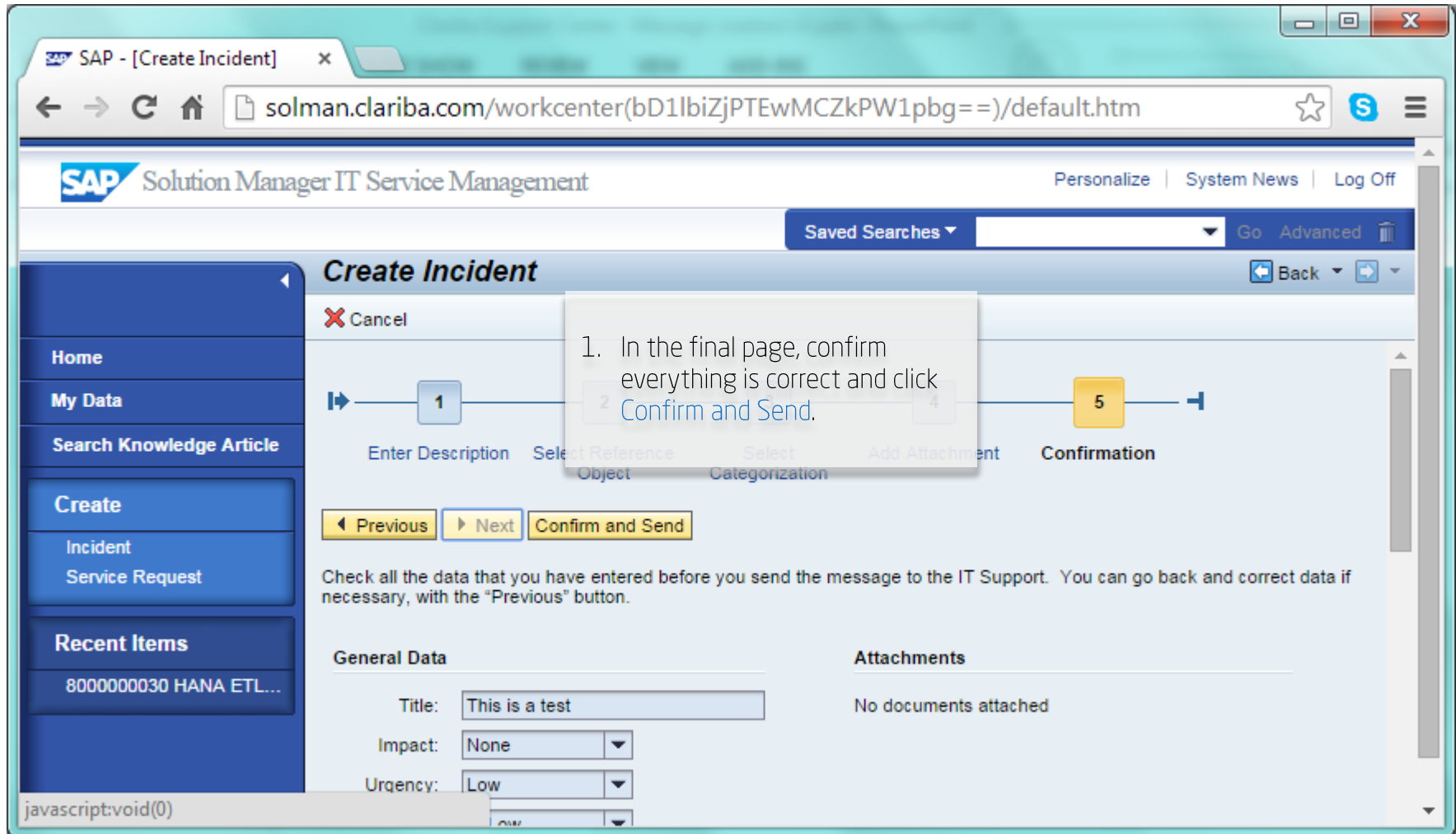
No result found

javascript:void(0)

1. Click on the [Attachment](#) icon.
2. In the emerging window, click on [Choose file](#) and select the file you want to attach to the incident, if any.
3. Click [Next](#).

Clariba's SAP Solution Manager

Creating a new incident

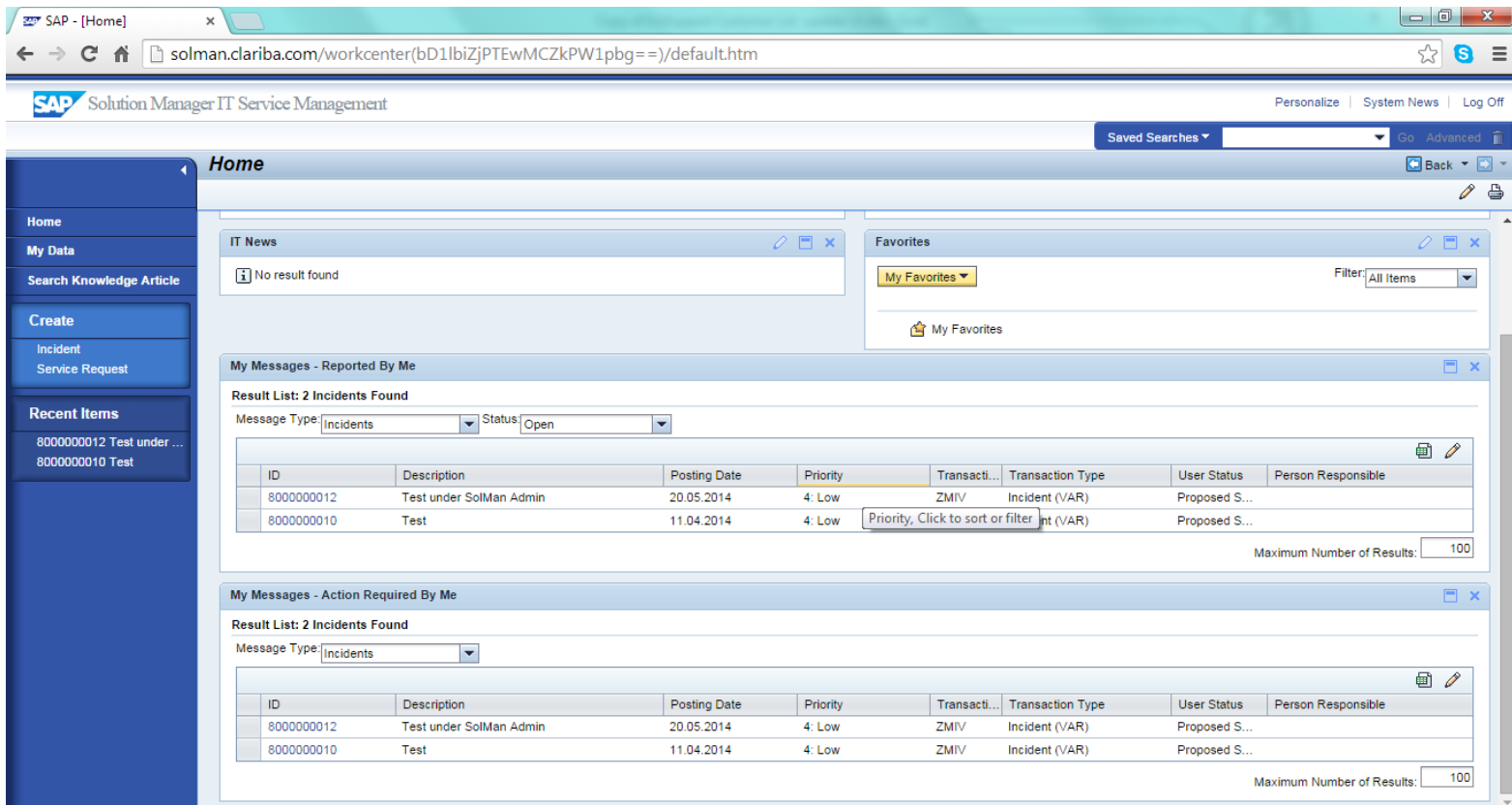


The screenshot shows the SAP Solution Manager IT Service Management interface for creating a new incident. The browser address bar displays the URL: `solman.clariba.com/workcenter(bD1biZjPTEwMCZkPW1pbG==)/default.htm`. The page title is "SAP - [Create Incident]". The SAP logo and "Solution Manager IT Service Management" are visible at the top. A navigation bar includes "Personalize", "System News", and "Log Off". A "Saved Searches" dropdown is present. The main content area is titled "Create Incident" and features a progress bar with five steps: 1. Enter Description, 2. Select Reference Object, 3. Select Categorization, 4. Add Attachment, and 5. Confirmation. A tooltip over step 4 contains the instruction: "1. In the final page, confirm everything is correct and click Confirm and Send." Below the progress bar are buttons for "Previous", "Next", and "Confirm and Send". A warning message states: "Check all the data that you have entered before you send the message to the IT Support. You can go back and correct data if necessary, with the 'Previous' button." The "General Data" section includes fields for "Title" (This is a test), "Impact" (None), and "Urgency" (Low). The "Attachments" section shows "No documents attached". A sidebar on the left contains navigation links: "Home", "My Data", "Search Knowledge Article", "Create" (with sub-links for "Incident" and "Service Request"), and "Recent Items" (listing "8000000030 HANA ETL...").

Clariba's SAP Solution Manager

Tracking current requests

- You can track the progress of your requests from the home screen.
- You can use the [Message Type](#) and [Status](#) filters to shorten the list.
- You can open each incident for further changes.



The screenshot shows the SAP Solution Manager IT Service Management home screen. The browser address bar displays the URL: `solman.clariba.com/workcenter(bD1IbiZjPTEwMCZkPW1pbG==)/default.htm`. The page title is "SAP Solution Manager IT Service Management". The left sidebar contains navigation links: Home, My Data, Search Knowledge Article, Create (Incident, Service Request), and Recent Items (8000000012 Test under ..., 8000000010 Test). The main content area is titled "Home" and includes several sections:

- IT News:** A section with a message "No result found".
- Favorites:** A section with a "My Favorites" button and a filter dropdown set to "All Items".
- My Messages - Reported By Me:** A section showing a result list of 2 incidents found. The filters are "Message Type: Incidents" and "Status: Open". The table below shows the details of these incidents.
- My Messages - Action Required By Me:** A section showing a result list of 2 incidents found. The filter is "Message Type: Incidents". The table below shows the details of these incidents.

Both tables have the following columns: ID, Description, Posting Date, Priority, Transacti..., Transaction Type, User Status, and Person Responsible.

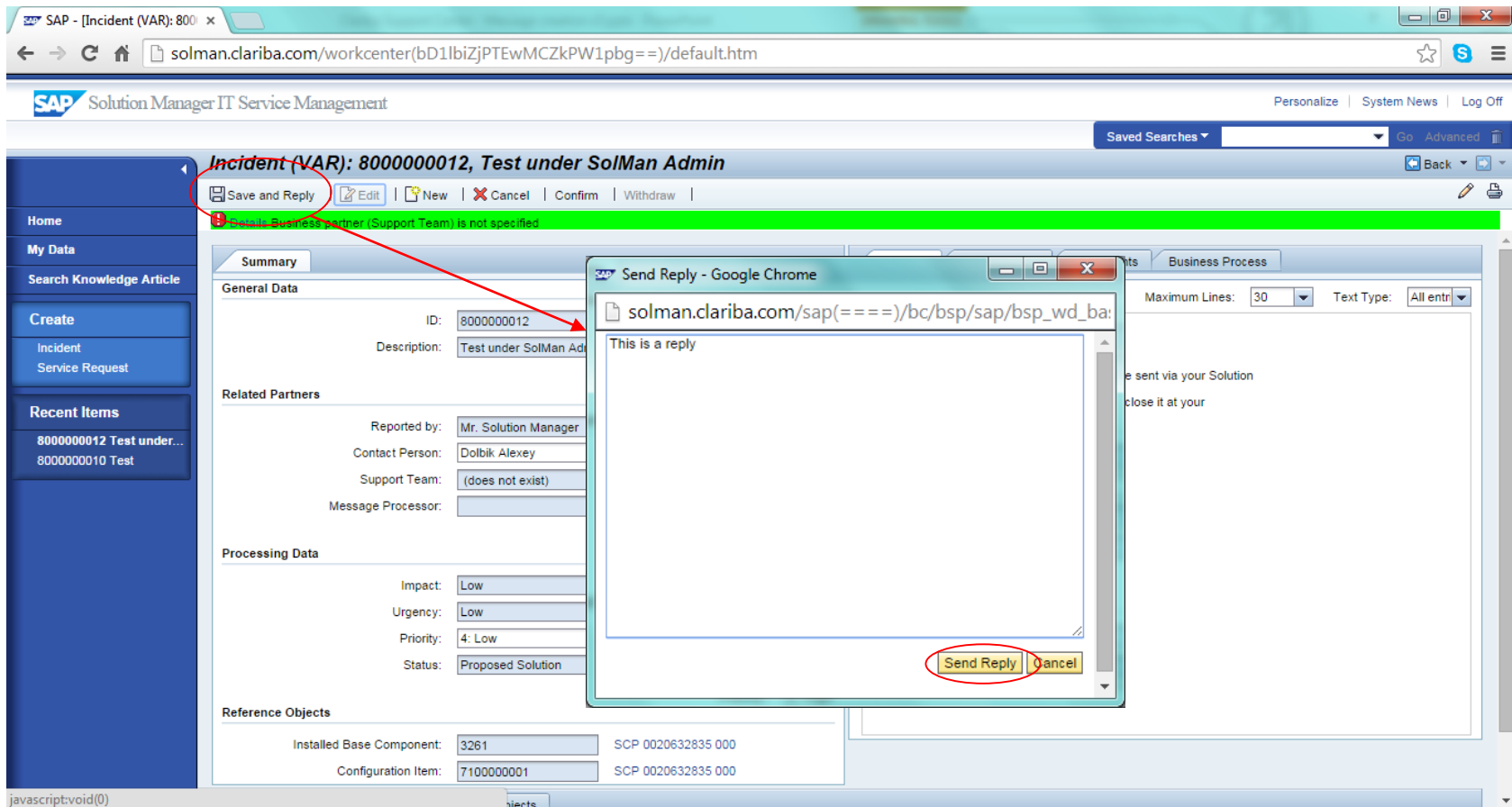
ID	Description	Posting Date	Priority	Transacti...	Transaction Type	User Status	Person Responsible
8000000012	Test under SolMan Admin	20.05.2014	4: Low	ZMIV	Incident (VAR)	Proposed S...	
8000000010	Test	11.04.2014	4: Low	ZMIV	Incident (VAR)	Proposed S...	

Maximum Number of Results: 100

Clariba's SAP Solution Manager

Tracking current requests

Once open, you have the possibility to [Confirm](#) (close) the message or to [Save and Reply](#) back to Support. In case you decide to send it back to Support you must write a Reply in the pop-up window and click [Send Reply](#).



The screenshot displays the SAP Solution Manager IT Service Management interface. The main window shows an incident titled "Incident (VAR): 8000000012, Test under SolMan Admin". The incident details include:

- General Data:** ID: 8000000012, Description: Test under SolMan Admin.
- Related Partners:** Reported by: Mr. Solution Manager, Contact Person: Dolbik Alexey, Support Team: (does not exist), Message Processor: (empty).
- Processing Data:** Impact: Low, Urgency: Low, Priority: 4: Low, Status: Proposed Solution.
- Reference Objects:** Installed Base Component: 3261, Configuration Item: 7100000001.

A red circle highlights the "Save and Reply" button in the incident header. A red arrow points from this button to a pop-up window titled "Send Reply - Google Chrome". The pop-up window contains a text area with the text "This is a reply" and two buttons: "Send Reply" and "Cancel". The "Send Reply" button is circled in red.

Clariba's SAP Solution Manager

Message status definition

- **Sent to Support:** A new incident has been successfully sent to support. Any action has been performed yet from the support staff side.
- **In progress:** Clariba Support confirms the receipt of the message and starts working on its resolution.
- **Customer action:** The incident is awaiting for an action to be performed by the incident creator (usually the customer).
- **Proposed Solution:** A solution or workaround has been provided in order to solve the incident reported.
- **Confirmed:** Customer agrees with the solution provided and confirms the incident. Confirmed incidents are not editable anymore.
- **Sent to SAP:** A Very High Priority incident has been sent out of the Clariba Support Center working hours or has been escalated by Clariba. Once the message has been sent directly to SAP, the communication for this incident will normally take place between the End User and SAP, with assistance from Clariba Support when required.

SLA (Service Level Agreement)

Priorities will be determined based on urgency and impact. Urgency is the extent to which a delay is acceptable. Impact is the extent to which a call interrupts the service levels that were agreed upon.

Priority 1: Very High

The problem has very serious consequences for normal business transactions and urgent, critical work cannot be performed. This is generally caused by complete system outages.

Priority 2: High

The interruption in the management information environment involves at least two areas of information and/or at least 10 users experience any inconvenience.

Priority 3: Medium

The interruption in the management information environment involves two areas of information maximum and/or 10 users at most experience any inconvenience.

Priority 4: Low

The interruption in the management information environment involves one area of information only and no more than 5 users experience any inconvenience.

Clariba Support

SLA Response and Maximum Processing Time

Clariba will comply with the initial response times and the maximum processing times of incidents as shown in the table below. These are generic guidelines that may be superseded by specific contractual commitment.

Priority of Support Incidents	Agreed Initial Response Time (to Principal)	Agreed Maximum Processing Time (Before forwarding to SAP if required)
1 = Very High	SAP SLA applies: 1 hour (24*7h)	SAP SLA applies: 4 hours (24*7h)
2 = High	4 working hours	2 working days
3 = Medium	8 working hours	4 working days
4 = Low	16 working hours	8 working days

Clariba Support

Additional information

- Clariba Support is only guaranteed in English. Other languages may be available after the initial communication depending on resource availability.
- In addition to the Customer Support Portal, Clariba Customers may report incidents or service requests to the E-mail address support@picis.com or the telephone numbers listed in the Contact Us section of www.clariba.com. Select the “support” option when needed once you reach the main menu in order to access the support hotline.
- For any other questions or inquiries, please contact support@clariba.com.