

# SAP Fiori Support Tool

The numerous functions of SAP Fiori will make your daily work with SAP much easier. Nevertheless, errors can occur (e.g. "Cannot load Tile" or "Reference Lost"), which users report to their IT support. Your support staff is very busy because troubleshooting is time-consuming and complex. The root cause of these errors can be found in different places, for example:

- » SICF services that are required on the frontend are not available or are deactivated
- » The OData Services required on the backend is not available or disabled
- » The system alias is not set up correctly
- » The metadata of the app is not loaded correctly
- » Incorrect personalization of the Fiori Launchpad by the user
- » Performance problems due to too large Fiori roles or too many dynamic apps

With this "Consulting in a Box" package, you receive the SAP Fiori Support Tool. Currently, SAP does not provide a standard tool or documentation that checks all the associated SICF/OData services, aliases, references, personalization and even more for a Fiori App. The SAP Fiori Support Tool helps you and your support team to optimize your SAP Fiori implementation.

## Your benefit

- » **Efficient:** Inactive services can be simply activated by pressing a "repair button"
- » **Comprehensive:** Fiori roles/catalogues/groups are checked for consistency before taking them into operation
- » **Time saving:** Your support team saves a lot of time for troubleshooting and root cause analysis
- » **Individual:** We adjust the tool optimally to your system landscape
- » **Know-how:** Benefit from the cross-system know-how of our certified consultants



V3.0



GoBI Messaging  
GoBI Application Integration  
GoBI Data Analytics  
GoBI Data Platform  
GoBI Collaboration and Content  
GoBI Datacenter  
GoBI Cloud Productivity  
GoBI Windows and Devices  
GoBI Cloud Platform



Silver Project and Portfolio Management  
Silver Communications  
Silver Application Development  
Silver Small and Midmarket Cloud Solutions  
Silver Enterprise Mobility Management  
Silver Security





## SAP Fiori Support Tool

### Functions of the SAP Fiori Tool

- » New Fiori roles/catalogues/groups can be checked for consistency before commissioning
- » The tool offers the following selection options:
  - consistency check of all Fiori roles/catalogs/groups assigned to an end user
  - Consistency check of individual Fiori roles/catalogues/groups
- » The consistency check includes checking all apps based on the selection options with regard to:
  - SICF services available and active in the frontend
  - OData Services available and active in the corresponding backend
  - System alias available and accessible
  - Tile reference available and accessible
  - Personalization intact
- » Inactive services can be simply activated by pressing a "repair button"

### Our services

- » Set up the tool (ABAP Report) in your system in one of your specific ABAP development classes (remote)
- » Instruction of your SAP Support or Basis employees in the tool (duration approx. 1h – remote)
- » You will receive documentation on how to use the tool

### Scope

3 system landscape with SAP Fiori front-end systems and 3 SAP back-end systems

### Recommended additional services\*

Achieve an additional relief of your IT through the following additional service

- » Customizing and extension of the tool to your special requirements
- » Update service for technical changes (e.g. due to new SAP versions)
- » Individual workshop regarding Fiori architecture, optimization, troubleshooting

\* Chargeable according to scope and agreement

Phone	E-mail	Order number	Prices are quoted exclusive of VAT and distance-based additional expenses.
+49 7031 7177 58	consulting@addon.de	CBS 34	€ 5 000,-
		Update service per year	€ 1 500,-



GoBI Messaging  
GoBI Application Integration  
GoBI Data Analytics  
GoBI Data Platform  
GoBI Collaboration and Content  
GoBI Datacenter  
GoBI Cloud Productivity  
GoBI Windows and Devices  
GoBI Cloud Platform



Silver Project and Portfolio Management  
Silver Communications  
Silver Application Development  
Silver Small and Midmarket Cloud Solutions  
Silver Enterprise Mobility Management  
Silver Security

