

# FREQUENTLY ASKED QUESTIONS

**SAP ECOHUB**  
Connecting for success



## SAP ECOHUB: THE COMMUNITY-POWERED ONLINE SOLUTION MARKETPLACE THAT ENABLES CUSTOMERS TO DISCOVER, EVALUATE AND BUY SAP PARTNER SOLUTIONS

### ■ What is SAP EcoHub?

- SAP EcoHub is the community-powered online solution marketplace that is focused on providing a trusted experience for customers that are looking to easily discover and evaluate SAP partner solutions relevant to their industry and their own unique IT environment. SAP EcoHub offers the opportunity for the customers to learn about SAP certified solutions and leverage the wisdom of the communities - peers, partners, business process experts and consultants - to procure the solution that best fits their requirements.

### ■ Where/How does it fit within SAP's Ecosystem?

- SAP EcoHub is a new capability for the SAP Ecosystem. It represents the unique convergence of easy access to knowledge about SAP partner offerings as well as rich community powered context – it provides the intelligence that the customers find valuable in their investment decisions
- The SAP EcoHub vision is to ensure that all components of the SAP ecosystem are eventually represented in the SAP EcoHub –relevant, trusted solution partners, services partners, technology partners, hosting partners, and content partner offerings will all have a place on SAP EcoHub. In the first phase, we will focus on including solution partners and rapidly expand to other partner types
- In addition, the members of SAP communities such as SDN (SAP Developer Network) and BPX (Business Process Experts) as well as the IVN (Industry Value Networks) will also be represented here. The feedback and input of these peer communities as well as those of the business process and industry experts will be available to customers in the precise context of specific partner offerings.

### ■ What are the main features that customers can access on SAP EcoHub?

- Key features offered by SAP EcoHub can be categorized into three areas that help enable the customer throughout the buying cycle :
  - Discover: The SAP EcoHub features capabilities such as search by keywords, as well as navigation by industry and solution types to drill down to the solution most relevant for your industry or specific business needs. SAP EcoHub also allows customers to discover solutions that have been rated highest, had most recent reviews, or has been the most viewed solutions
  - Evaluate: SAP EcoHub allows customers to quickly learn about and evaluate SAP partner solutions – downloading solution briefs, whitepapers to understand solution capabilities and determine a match with their business needs. In addition, customers can leverage customer references as well as the contextual community conversations including reviews and ratings of the partner offerings as well as their integration requirements and certification levels to help them decide the solution that delivers their requirements and fits their IT environment.
  - Buy: SAP EcoHub provides the choice for the customers to schedule live on-site demos with the partners. Also, customers can initiate requests for additional information and seek proposals from partners to initiate the negotiation process and finalize the purchase.

■ **Can customers search for generic solution based on some fixed criteria or category?**

- SAP EcoHub allows you to search solutions using keywords. Also, you may navigate to the right solutions by industry or by solution type. Other options include accessing solutions by certification category, most viewed solutions, or by community ratings.

■ **Can customers evaluate a solution before purchasing it on SAP EcoHub?**

- SAP EcoHub will support your evaluation process – from learning about the SAP partner offerings through brochures, briefs, and whitepapers to understanding the relevant technical architecture by reviewing specifications, technical requirements and certification details.
- You can also review customer references as well as seek guidance from business process experts in the community. Finally you can leverage the reviews and ratings by your industry peers to determine the relevance and fit for your own environment

■ **Will pricing information be available on SAP EcoHub?**

- Listing pricing information is clearly the prerogative of the partners who offer the solution listed on SAP EcoHub. SAP will not require partners to post their pricing. SAP customers can directly contact partners to inquire about or negotiate pricing to meet their specific requirements.

■ **How are the communities linked to SAP EcoHub?**

- Community conversations such as discussion forums, blogs and wikis in the different community sites such as SDN (SAP Developer Network), BPX (Business Process Expert) Community will be leveraged to provide a community context to relevant pages on SAP EcoHub pertaining to the industry category, solution category or solution specific pages. RSS feeds from the relevant discussion forums within the communities will be available on the appropriate SAP EcoHub pages – so that the customer not only has access to the information provided by the partner but can also capture the community view about this solution.

■ **What is SAP's service level commitment?**

- SAP is not responsible for customer service and support for the partner solutions listed on SAP EcoHub. For some solutions (called Solution Extensions) where SAP has a reseller contract, SAP is responsible for the first level of service. Currently, we have a few solution extensions – all other solutions require partners to provide customer support directly to their users.

For all other questions, please send an email to: [ecohub@sap.com](mailto:ecohub@sap.com).