Spotlight by SAP

Quick Start Guide for Customer Admins

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What Is Spotlight by SAP?

Spotlight by SAP is the **Process Discovery** cloud solution that delivers a lightweight, data-driven report on transaction and process usage in your ERP system. When you submit a **Process Discovery** (the evolution of SAP Business Scenario Recommendations on Spotlight) or **SAP Innovation and Optimization Pathfinder on Spotlight** request, the information is integrated into the solution free of charge. This allows you to interactively explore your insights to:

- Understand which ERP components, transactions, and processes are heavily used
- Identify areas with the highest potential for process improvement and automation
- Find out which SAP solutions can bring immediate value to your business operations

The solution can be used by:

- **Line of business managers** and **process owners** looking to identify areas for improvement
- **Transformation drivers** looking to identify potential for transformation or automation
- **Technical system experts** looking to future-proof IT landscapes

Insights are data-driven and based on two types of data from your ERP system data.

- **Process performance data**, which displays business processes in the form of KPIs
- **Transactional data**, which is mapped directly to the corresponding system processes

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Onboarding Process

You've submitted a **Process Discovery** (the evolution of SAP Business Scenario Recommendations on Spotlight) or **SAP Innovation and Optimization Pathfinder on Spotlight** request and provided a data extraction from your SAP ERP system.
SAP administrators have created a project for you in the **Process Discovery** solution, **Spotlight by SAP,** and you've received a link to your analysis.

So, what happens next?

1. Create Project

1. An SAP administrator sets up a project for you in the **Process Discovery** cloud solution, **Spotlight by SAP**, based on your **Process Discovery** summary.
2. They create an account for you, so you can access the solution. You then receive an email asking you to activate your account.
3. You also receive an email to let you know that your **Process Discovery** summary is ready. This email contains a link to your analysis in **Spotlight by SAP.**

2. Access Analysis

1. Check your email inbox for the **Activate Your Account for Spotlight by SAP** email from **notification@sapnetworkmail.com** and activate your account.
2. * Open the link to your analysis. This opens the *Analyses* view of the project overview in the system.
3. If you have trouble accessing your account or analysis, contact: **s4hana@sap.com**

3. Invite Users

1. Decide who else in your company also needs access to the analysis.
2. Invite them as users to your project as described under: Inviting Users to a Project

4. Manage Access

1. If you've more than one analysis in **Spotlight by SAP**, decide if you need to adjust access to individual analyses for different users.
2. Adjust the access as described under: Editing Access at Analysis Level

*** We recommend you use Google Chrome. But you can also use Mozilla Firefox or Apple Safari on macOS. Microsoft Internet Explorer or Microsoft Edge aren't currently supported.**

User Roles

As a customer administrator, you might need an overview of the user roles available in the system and what each of these is authorized to do.

Viewer

Users with the **Viewer** role can:

- View published analyses in an active project.

Note:
All user roles are assigned at project level by default. So, each user is assigned a role that applies to all analyses in that project unless access rights are adjusted.

Contributor

Users with the **Contributor** role can:

- View published analyses in active projects.
- Bookmark processes and recommendations.
- Request adjustments to customize how transactions and business processes are mapped to each other using the *Adjust Process Mapping* option.

Customer Admin

Users with the **Customer Admin** role can:

- Do anything a **Contributor** role can do.
- Add or remove **Viewer** or **Contributor** users to or from a project.
- Switch the role of a user from **Viewer** to **Contributor** or **Contributor** to **Viewer**.
- Manage access rights for **Viewer** or **Contributor** users at analysis level.
- Receive access requests from other users and create users for these requestors.

Note: As customer administrator, you can't create or manage users with the **Custom Admin** role.
To assign the **Customer Admin** role to a user or have a new user created with the **Custom Admin** role, contact s4hana@sap.com.

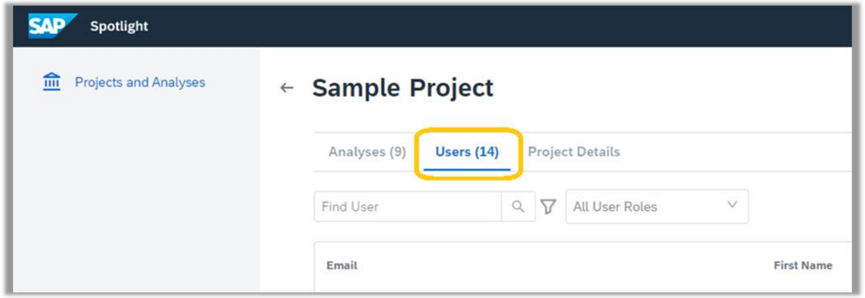
Inviting Users to a Project

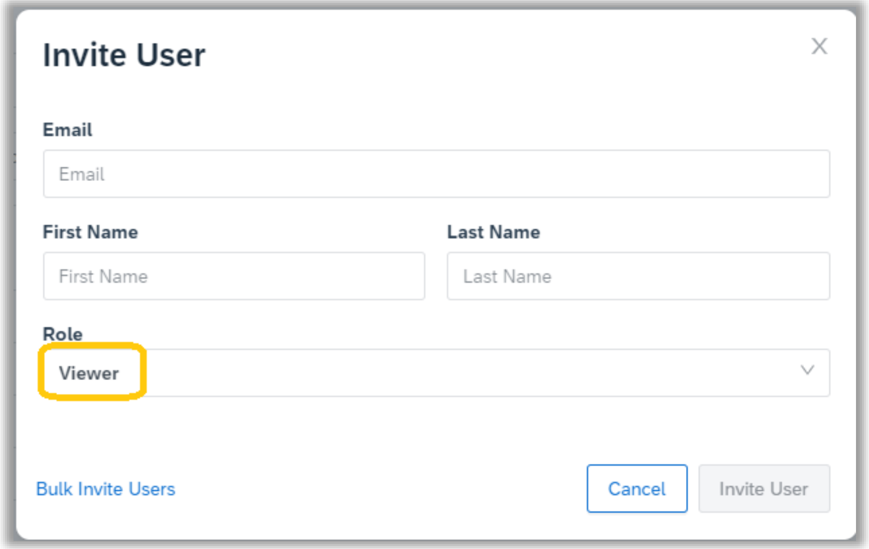
Inviting Users Proactively

If you know exactly which users you want to invite to your project, the process for inviting them is as follows:

1. In your *Project and Analyses* overview, open the *Users* tab.
2. Choose *Invite User* at the top right.
3. Enter the user details (email and name).
4. Select a user role (*Viewer* or *Contributor)*. For more information about these roles, see User Roles.
5. Choose *Invite User*.

Note: If a user already has an account set up in the system, you **currently need to notify them directly** if you invite them to a new project or an additional analysis.





Inviting Users on Request

If you don't know which users you need to invite, but potential users request access, the process is as follows:

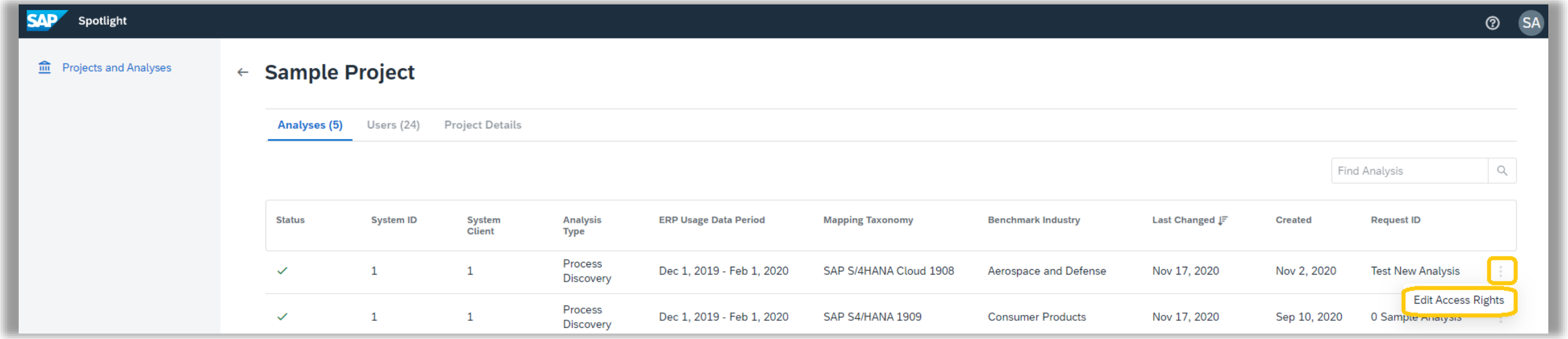
1. A user receives a link to analysis but has not yet been invited to the project so can't access the analysis and uses the request access option.
2. You receive an email from Spotlight by SAP indicating that the person would like access.
3. In your project overview, open the *Users* tab.
4. Choose *Invite User* at the top right.
5. Enter the user details (email and name).
6. Select a user role (*Viewer* or *Contributor)*. For more information about these roles, see User Roles.

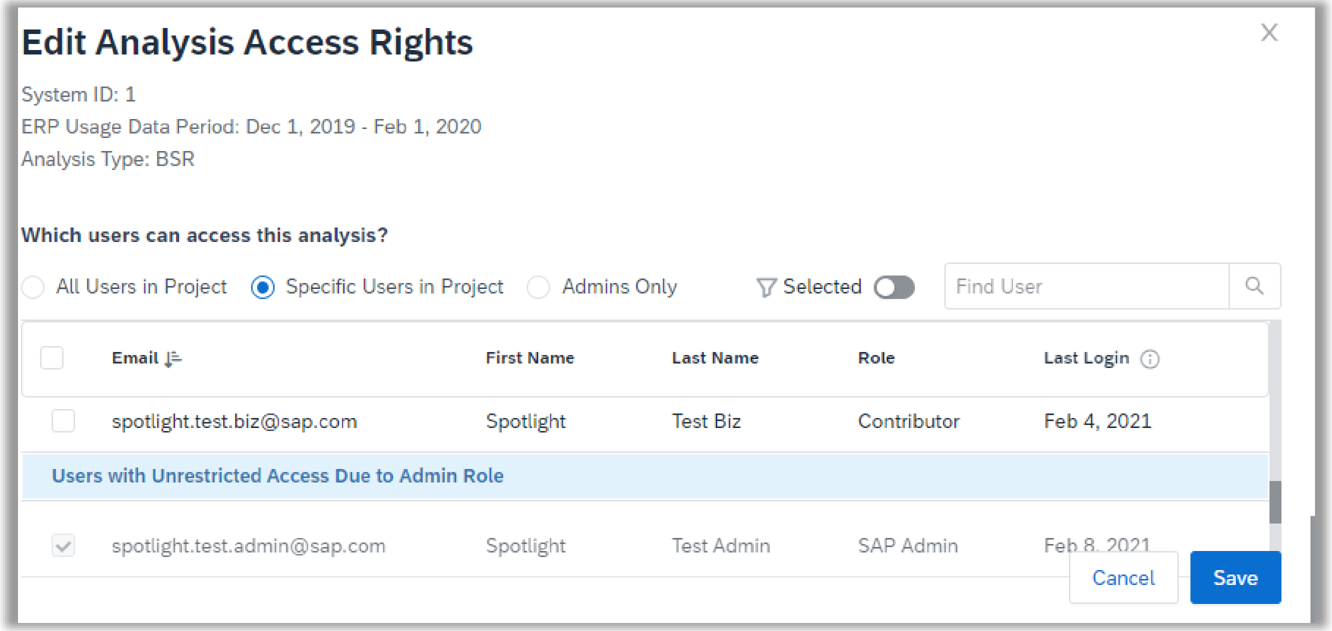
Note: When you invite users based on access requests, always ensure the request has come from an authorized person. **Do not invite users based on requests from email addresses that you can't validate or that are unknown to your company.**

Editing Access at Analysis Level

Consider a project with multiple analyses. As a customer admin, you might want to prevent some viewers or contributors of a project from viewing specific analyses.

1. Go to the *Analysis* tab in a project.
2. Choose the three dots at the end of the row for the analysis for which you want to change the access rights.
3. Choose *Edit Access Rights.*
4. Choose *Specific Users in Project* and select the users that you want to have access to the analysis.
5. Choose *Save*.





Onboarding Done

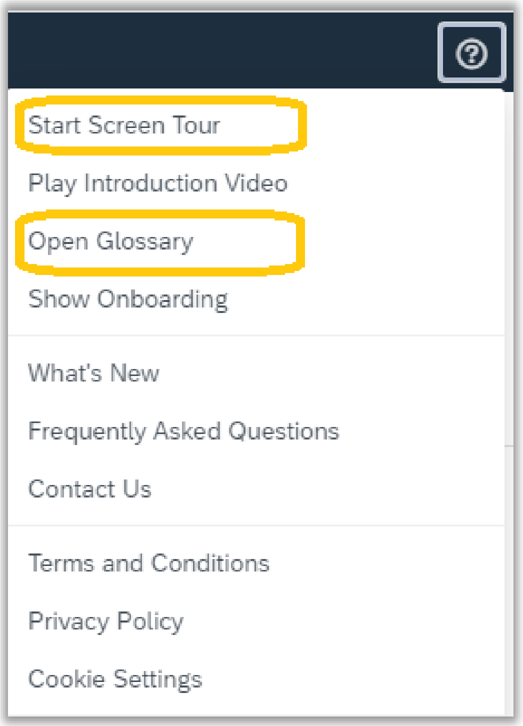
Users can open their analysis and start to explore their insights in Spotlight by SAP

1. How about a video walkthrough to get started?

Users can also watch this **introduction video** to help them get started.

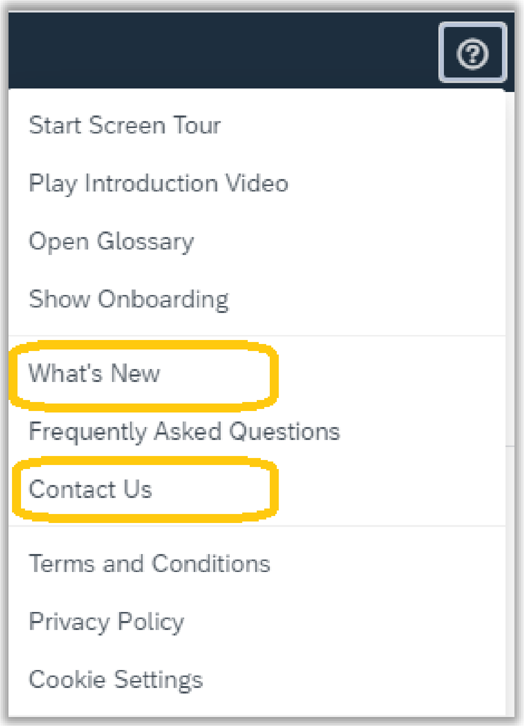
2. Need help as you go?

For guidance working within the solution, users can start a screen tour or check out the glossary.



3. Want to find out what's new?

Check out **What's New** to understand what's new in each update. Or contact the team with questions.



4. Looking for more answers?

Check out the **Frequently Asked Questions** on SAP Help Portal.

5. New to the Activity Viewer?

Users can watch this **walkthrough video** to understand more.

Custom Taxonomies – Request Process

Users can manually map or adjust transaction-to-process mappings based on your company's needs using the ***Adjust Process Mapping*** feature.
Adjusting your process mappings based on your specific processes allows you to get the most accurate information on where you can improve. This results in a custom mapping taxonomy that can then be applied to your analysis for you by SAP. To use this feature, users need to have at minimum the **Contributor** role.

An outline of the process of requesting and applying custom mapping taxonomies is provided below.

1. User adjusts process mappings

- When a user uses the *Adjust Process Mapping* feature and submits their changes, the process to create a custom mapping taxonomy is triggered.
- SAP administrators are notified that this custom mapping has been requested.
- The requesting user is notified by email when the custom mapping taxonomy has been created.

2. SAP administrator applies custom taxonomy

- Your SAP administrator is notified automatically that your company has requested a custom mapping.
- We recommend that you reach out to your technical consultant or **s4hana@sap.com** to clarify how your custom mapping taxonomy should be applied.
- An SAP administrator applies your new custom taxonomy to your current or new analyses for you.
- When this is being applied, your analysis is unavailable for a short period.

3. Analysis available

- Once your custom mapping taxonomy has been applied successfully, your analysis is available again for your users to access and use the features of the solution.

Note: If a user submitted a request for adjusted mappings by mistake, please let your technical consultant know so that this custom mapping taxonomy is not applied to your analysis.

As **Customer Administrator**, you can also delete a custom mapping taxonomy that is not yet used. You do this from the *Project and Analyses* area by switching to the *Project Details* tab and locating and deleting the entry in the *Custom Mapping Taxonomies* table.

For more information about mappings and adjusting transaction-to-process mappings, see Mappings, Metrics and Recommendations Questions in the Frequently Asked Questions on SAP Help Portal.

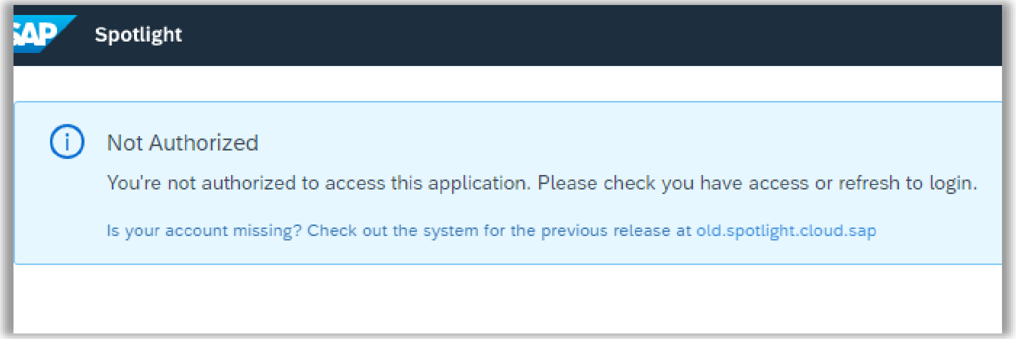
Troubleshooting Access Issues

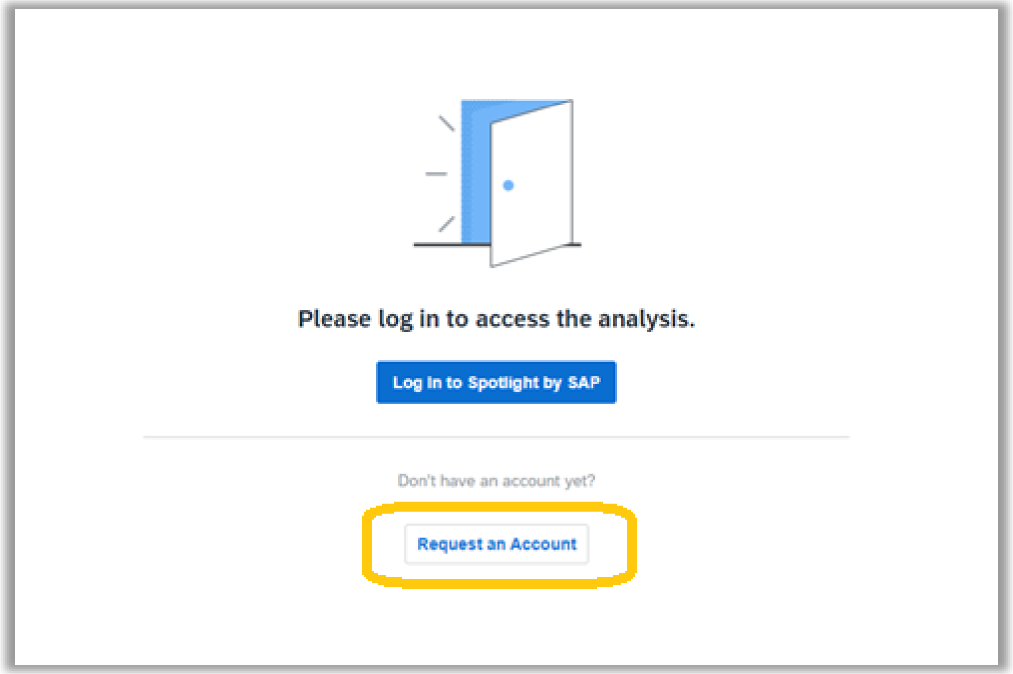
If a user has been granted access to an analysis and tries to access it using a link in an email, or from a link in the **Process Discovery** summary (PDF), but then sees this *Not Authorized* error, the user can proceed as follows:

1. Log out of Spotlight by SAP and ensure there are no other browser sessions open.

2. Click the link to the analysis again (from the email or PDF, for example).

3. Choose *Request an Account.* This is intended for users who don’t yet have an account **but if a user already has an account and is having trouble accessing an analysis,** this also notifies administrators to check and reassign their authorization if necessary.





Support and Troubleshooting

If you have any questions about the **Process Discovery** summary or solution, contact:

If you want to customize how transactions and business processes are mapped to each other in **Spotlight by SAP**, contact:

s4hana@sap.com

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