## Thank you for choosing SAP as your SuccessFactors services partner. We’re looking forward to hearing from you! Before we connect, there are several pieces of information we’ll need from you to ensure we can to service your needs efficiently:

Step 1:

Email SAPNAHCMServices@sap.com

**Step 2:**

Include the following details in the body of your email (copy and paste)

**Contact Information**

1. \*Requester Name:
2. \*Request Date:
3. \*Company Name:
4. \*Customer Contact Email:
5. \*Customer Contact Phone:
6. \*Customer Engagement Executive Name:
7. Platinum Support Rep Name (if applicable):
8. Client Partner Name:

**Service Request Details:**

1. Is there an active project currently underway? *If so, please indicate the project*
2. Are you currently working any Partner? *If so, please indicate the Partner name*
3. Solution Category: *Please indicate the Solution you are requesting Services for*:

|  |  |  |  |
| --- | --- | --- | --- |
| Performance Management |  | Employee Central |  |
| Goal Management |  | Employee Central Payroll |  |
| Succession Planning |  | Workforce Analytics and /or Planning |  |
| Career Development Planning |  | Learning Management |  |
| Recruiting Management |  | Role Based Permissions |  |
| Recruiting Marketing |  | Technical Consulting (e.g., SSO, Integrations) |  |
| Onboarding |  | Job Profile Builder |  |
| 360 |  | Custom Reporting |  |

1. Detailed Request Explanation: *Please include details such as: modules customer has already deployed, customer timelines, etc*.
2. Provide copy of current SOW for reference. *This information helps greatly in streamlining the scoping and estimating of any follow on or optimization services*.
3. Service Credits – *Are you planning to utilize pre-purchased Service Credits for this request? Y/N*

**Note:**

* We may need to contact you to obtain additional scoping information. This could require a detailed discovery meeting and / or could require the engagement of a Professional Services Consultant before being able to provide an SOW / estimate.
* We will always strive to respond to your request as quickly as possible. Depending on the nature of the request however, additional time – 1 to 2 days – to review and respond may be required.