



Global Account Management



por Mayko Silva

What is a Global Account?



Master Key

A global account is like a VIP pass to the SAP BTP universe, acting as a master key that opens all doors to SAP's cloud services.



Cloud Access

It provides centralized access to SAP's cloud services, allowing seamless management of resources across your organization.



Security

Global accounts ensure secure and controlled access to your company's SAP BTP resources, maintaining data integrity and confidentiality.



Creation of Global Accounts

1

Contract Signing

The process begins when your company signs a contract with SAP. This formal agreement initiates the creation of your global account.

2

Account Generation

SAP automatically generates a global account for your company, tailored to the specifications outlined in the contract.

3

Access Provision

Once created, SAP provides access credentials to the designated company representative, usually via a welcome email.



Accessing Your Global Account

Locate Welcome Email

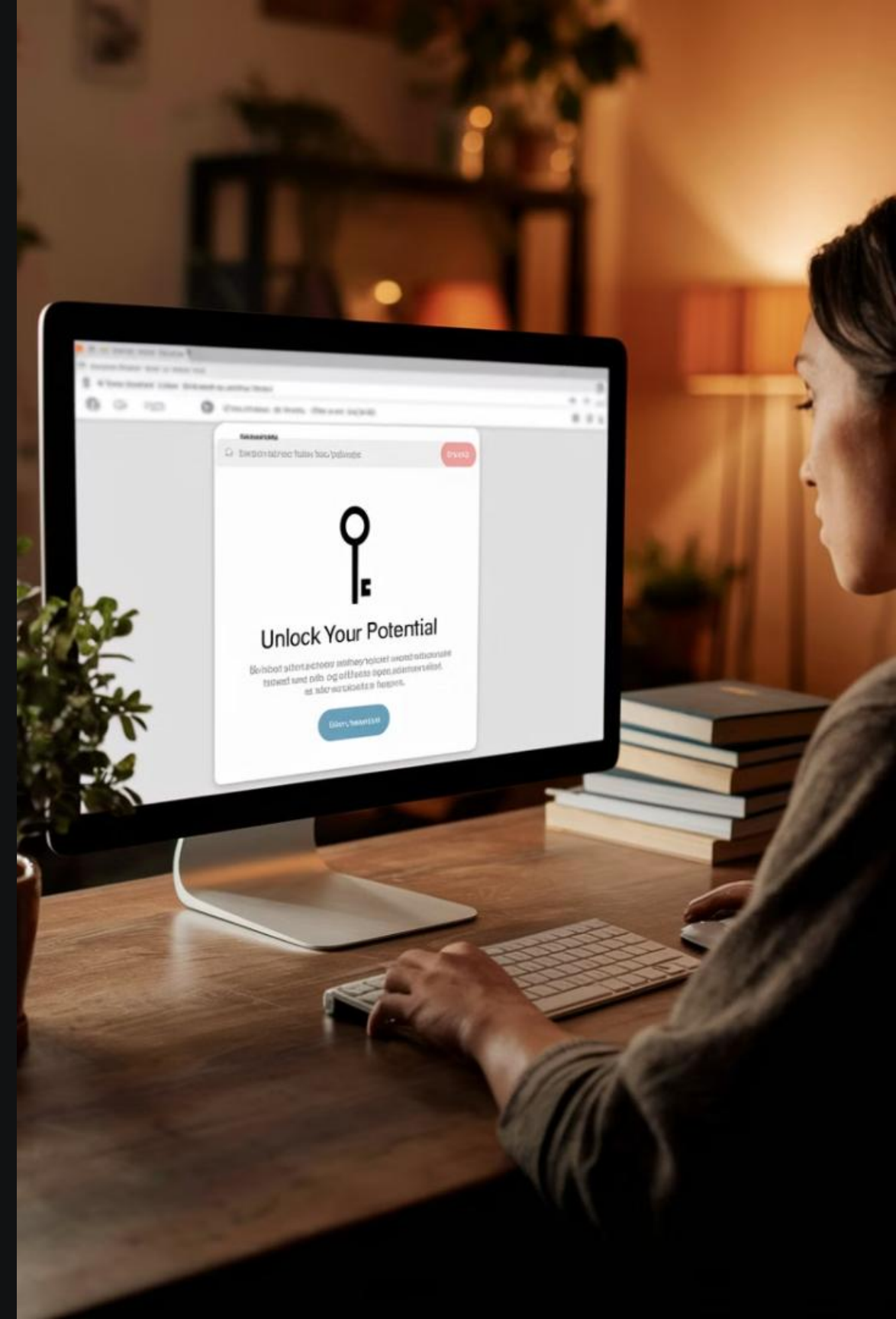
Find the welcome email from SAP in your inbox. This email contains crucial login information for your global account.

Extract Login Credentials

Carefully extract the login credentials provided in the email. These typically include a username and temporary password.

First Login

Use the provided credentials to log into your SAP BTP cockpit for the first time. You may be prompted to change your password upon initial login.





Initial Access Considerations

Single User Access

For security reasons, SAP typically grants initial access to just one person, usually the IT contact mentioned in the contract.

High-Level Contacts

Sometimes, the initial access is granted to high-level executives like CTOs or CFOs, who may be too busy to manage the account directly.

Delegation Needs

In many cases, there's a need to delegate access to IT staff who will be responsible for day-to-day management of the global account.

Resolving Access Issues

1

Identify the Problem

Recognize when the person with initial access is unable to manage the account effectively due to time constraints or other factors.

2

Consider Options

You can either open a support ticket with SAP to change the contact name or have the current access holder assign roles to IT staff.

3

Choose Quick Solution

Opt for the quicker solution: have the person with access assign the appropriate roles to the IT professionals who will be doing the actual work.





Assigning Global Account Administrator Role

Access SAP BTP Cockpit

Log into your SAP BTP cockpit using the provided credentials.

Navigate to Security

In your global account, go to the Security section and click on Role Collections.

Edit Global Account Administrator

Find the Global Account Administrator role, click on it, and then click the Edit button to modify its settings.

Adding New Global Account Administrator

Access Users Tab

In edit mode, navigate to the Users tab within the Global Account Administrator role settings.



Enter User Details

Input the details of the person you want to grant access to as a new Global Account Administrator.

Save Changes

Click the Save button to confirm the addition of the new Global Account Administrator.



Alternative Method for Role Assignment

1

Navigate to Users

Go back to the Security section in your SAP BTP cockpit, but this time click on Users.

2

Select or Create User

Either create a new user or search for an existing one in the system.

3

Expand User Details

Once you've accessed the user details, look for the arrow button to expand the view.

4

Assign Role Directly

From the expanded view, you can directly assign the Global Account Administrator role to the selected user.

Individual Trial Accounts

Easy Access

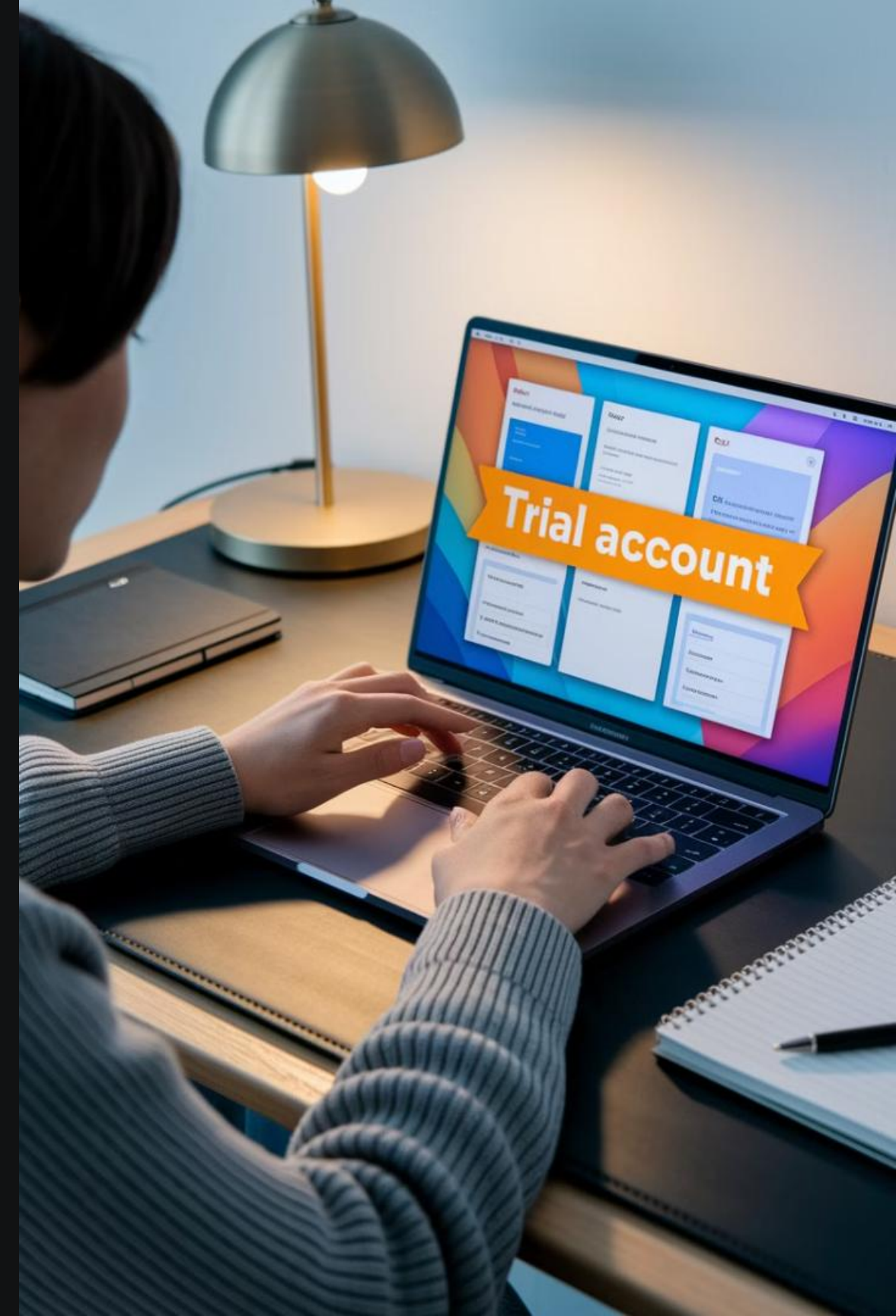
For individual trial accounts, simply navigate to <https://cockpit.hanatrial.ondemand.com/trial> and click "Go To Your Trial Account".

Automatic Login

You'll be automatically logged into your global account without additional steps.

Pre-created Subaccount

A subaccount is already created for you, simplifying the setup process.



Recap and Next Steps

