

HCM Cloud Ops Demo Request Tool User Guide

Sales Demo Ops, SAP SuccessFactors
Version 6.0
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Contents

1	REVISION HISTORY.....	2
2	OVERVIEW	2
3	AUDIENCE.....	3
4	RESOURCES.....	3
	4.1 Demo Offerings, Provisioning and Configuration Support	3
	4.2 Accessing the Learning Hub and SuccessFactors HCM Learning Room.....	3
	4.3 Demo Policy Documents	4
	4.4 Partner Delivery Community for Implementations.....	4
5	PARTNER PORTAL REGISTRATION	4
6	REQUEST YOUR DEMO INSTANCE	4
	6.1 The Core Modules	4
	6.2 Supplementary Module Availability	7
7	THE PROVISIONING PROCESS.....	7
	7.1 BIZX Provisioning Accounts	7
	7.2 Provisioning your Demo	8
8	USING YOUR DEMO	11
	8.1 The Demo User.....	11
	8.2 The Provisioning User.....	12
	8.3 Demo Configuration and Integrations	13
9	MANAGE YOUR DEMO INSTANCES (FREE/TRIAL ONLY)	14
	9.1 Extend Demo.....	14
	9.2 Refresh Demo	15
	9.3 Delete Demo	15

- 9.4 Demos In Process 15
- 10 MAP YOUR PROVISIONING ID TO AN EXISTING DEMO INSTANCE 15
- 11 COMPANY DEMO MANAGERS AND INVENTORY MANAGEMENT (FREE/TRIAL ONLY) 17
 - 11.1 Becoming a Demo Manager 17
 - 11.2 Inventory Control 17
 - 11.3 Provisioning Approval 18
 - 11.4 Escalation Point of Contact 19
- 12 FREQUENTLY ASKED QUESTIONS 20

1 REVISION HISTORY

Author	Date	Version	Notes
Partner Cloud Operations	6/12/2015	V1.0	Initial Release
HCM Cloud Operations	9/26/2016	V2.0	New Platform launch. Demo Request Tool now optionally includes <u>JAM</u> .
Sales Demo Operations	2/12/2020	V3.0	Revamp to simplify
Sales Demo Operations	8/12/2020	V4.0	Added info for paid demos
Sales Demo Operations	1/13/2021	V4.2	Added info on configuration assets
Sales Demo Ops	8/11/2021	V4.3	Update on In Process states
Sales Demo Ops	9/22/2021	V4.6	Updated Learning Hub access requirements
Sales Demo Ops	10/29/2021	V4.7	Updated FAQ
Sales Demo Ops	10/28/2022	V5.0	Updated Screenshots, changed Partner Licensing Services to <u>Non-Commercial Licensing</u> and added <u>Demo Management</u> function
SIX Sales Demo Ops	1/17/2024	V5.1	Updates on free trial instances
SIX Sales Demo Ops	3/26/2024	V6.0	Renamed HCM to HCM

2 OVERVIEW

This guide covers how to use the SuccessFactors HCM Cloud Ops Demo Request Tool (DRT), available to Partners, SAP Sales Solution Consultants, Customer Support, Professional Services, and SAP Trainers and training administrators.

Each demo instance, or tenant, is a clone of a reference template, running in a live environment that is configurable by the user. The DRT streamlines the creation of SuccessFactors HCM demo instances for both users and Operations and supports overall inventory management to efficiently manage SAP data center resources.

Instances managed by the DRT are either free trial tenants (inventory restricted to defined quota) or paid Test and Demo offerings available through the SAP Non-Commercial Licensing agreement (unrestricted quota as paid inventory is managed through the NCL contract).

The DRT is accessed via the HCM Cloud Operations Portal (<https://hcmcloudops.successfactors.com/>). The portal is accessed with your SAP-ID login credentials.

3 AUDIENCE

This document is intended for **SuccessFactors HCM administrators** who will use demos, receive the demo URLs and credentials, and configure modules.

4 RESOURCES

General partner information is available in **SAP Partner Edge**:

<https://partneredge.sap.com/en/products/successfactors-hcmsuite/about.html>.

4.1 Demo Offerings, Provisioning and Configuration Support

Support channels for the demo request tool include:

- SuccessFactors Tier 1 Ops Support through the **HCM Cloud Ops portal** - <https://hcmcloudops.successfactors.com/>. For issues regarding demo instance creation, provisioning accounts, etc. submit a *Contact Us* request under the *Support* tab.
- **The Learning Hub and the SuccessFactors HCM Learning Room** - https://jam2.sapiam.com/groups/pjsbEySN5S1QxSiY6F0GRH/overview_page/WIHVu6MrEqP1PPGAnb4wSD provides:
 - 1) *the available demo system offerings*
 - 2) *detailed descriptions of the demo templates available*
 - 3) *demo scripts, supporting template documents and links to the demo showrooms*
 - 4) *module configuration details for BIZX, LMS, WFA, WFP, RMK, Reporting, etc.*
 - 5) *Additional forum details, support channels and the latest headlines*See below for access instructions

4.2 Accessing the Learning Hub and SuccessFactors HCM Learning Room

PARTNER ACCESS: All PartnerEdge partners and SAP SuccessFactors employees in a partner-facing role should automatically have access to the Learning Hub:

- Login to PartnerEdge: <https://partneredge.sap.com>. Click Quick Access | SAP Learning Hub. Search the Learning Rooms box top right, with text “HCM Room”. Click the group SAP SuccessFactors HCM Learning Room. Click menu item Demo Readiness (and PIN the group or bookmark).
- For users who cannot access the Learning Hub contact partner@sap.com.

SAP EMPLOYEE ACCESS: Internal SAP SuccessFactors employees in a partner-facing role should already have access to the Learning Hub platform. For those employees who cannot access the Learning Hub

- 1) Sign up to the Learning Hub Internal Edition link here:
<https://training.sap.com/content/LearningHubInternalEdition>
- 2) In case of issue email sap_learninghub_pe@sap.com.

4.3 Demo Policy Documents

- Demo Instance Availability, Quota and Lifecycle Guidelines:
<https://hcmcloudops.successfactors.com/DemoInstance/demoinfo>
- Acceptable Use Policy:
<https://hcmcloudops.successfactors.com/ContentDocs/Demo%20Usage%20Terms%20and%20Conditions.pdf>

4.4 Partner Delivery Community for Implementations

The Partner Delivery Community is available to all partners and has a focus on implementation and configuration of the SuccessFactors HCM suite. It provides documentation, posts, announcements, and a forum that covers SuccessFactors HCM environments including preview and production. The community is available here: <https://partnercommunity.successfactors.com/>.

5 PARTNER PORTAL REGISTRATION

Use of the Demo Request Tool requires pre-registration of the Partner organization. If your company has not been registered, when you navigate to the Tool, you will be advised to submit **SuccessFactors Partner Authorization Request Form** (SPAR). Your Partner status will be validated by the Partner Service Delivery team and your company registered to use the tool.

If you or a colleague has already submitted the SPAR then the tool will indicate that your application is being processed. The process takes approximately 48 hours after which you can contact the Partner Service Delivery team by emailing partner@sap.com.

Once your company has been validated you and all users with a matching email domain, will have full access to the portal including the ability to request demo instances. Users in the same company but with a different email domain (e.g. with email domain partner.uk instead of partner.com) need to submit a separate SPAR.

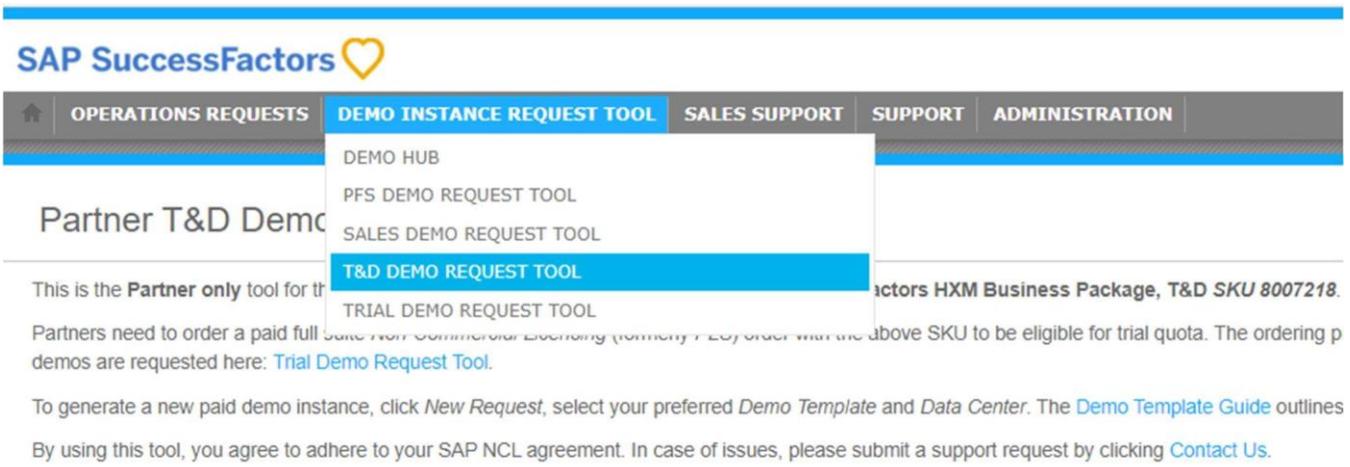
6 REQUEST YOUR DEMO INSTANCE

6.1 The Core Modules

After logging-in to the HCM Cloud Operations portal, navigate to the *Demo Instance Request Tool* tab.

- For free trial demos click TRIAL DEMO REQUEST TOOL.

- For paid demos ordered through SAP Non-Commercial Licensing click T&D DEMO REQUEST TOOL (This is only visible to Partners, it is not visible to sap.com employees).

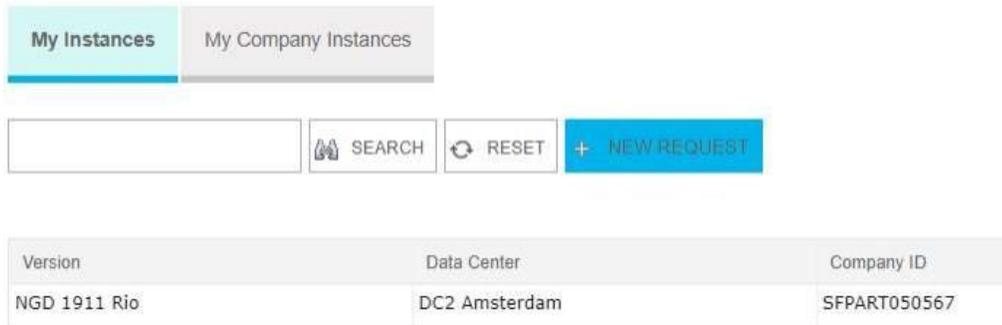


The screenshot shows the SAP SuccessFactors navigation bar with the following tabs: OPERATIONS REQUESTS, DEMO INSTANCE REQUEST TOOL, SALES SUPPORT, SUPPORT, and ADMINISTRATION. The 'DEMO INSTANCE REQUEST TOOL' dropdown menu is open, showing options: DEMO HUB, PFS DEMO REQUEST TOOL, SALES DEMO REQUEST TOOL, T&D DEMO REQUEST TOOL (highlighted), and TRIAL DEMO REQUEST TOOL. Below the navigation bar, the page title is 'Partner T&D Demo' and the main content area contains text about the tool's purpose and usage instructions.

(SAP Professional Services, Customer Support, etc. as well as Partners, will have other menus and should select their respective sub-menu).

Step 1: To generate a new demo instance, click on “New Request”.

The New Request button will NOT show if you have used up your individual quota (typically set at 2 per person), or if your organization has used up its quota. The free trial quota for partners is defined by the number of NCL orders they have.



The screenshot shows the 'My Instances' section of the tool. It includes a search bar, a 'SEARCH' button, a 'RESET' button, and a '+ NEW REQUEST' button. Below this is a table with the following data:

Version	Data Center	Company ID
NGD 1911 Rio	DC2 Amsterdam	SFPART050567

Step 2: The form will be pre-populated with your name, SAP S-User ID, and email address.

Note: Demo Managers will have the option of entering another user’s information here to make the request on their behalf. Select “Next”.

Note: For paid demos, partners will have to additionally specify the ORDER ID and PARTNER ID located on the SAP Non-Commercial Licensing (NCL) agreement.

Step 3: The subsequent screen will display the currently active demo templates. Core components and modules in the free demos include: BIZX (includes PM/GM, RCM, Succession, Compensation, Variable Pay, ONB 2.0), JAM, ONB 1.0, WFA/WFP (Shared only).

Review the descriptions for the modules included and for guidance on which template to select. **Scroll to see all available templates** and read the description carefully to ensure you pick the right one for your needs.

Select a Version

Version	Description
<input type="radio"/> NGD 1905 Tokyo	BestRun NGD Tokyo Release showcasing 1905 features with demo data. In addition to BizX Foundations, this master includes JAM, ONB 1.0 and WFA. ONB 2.0 is also available but configuration is complex and unsupported. For ONB 2.0 demo features use the NGD Rio. Countries represented in this master include: Australia, Brazil, Canada, China, Germany, France, UK & USA among others which represent the deepest level of employee demo data.
<input type="radio"/> NGD 1911 Rio	BestRun NGD Rio Release showcasing 1911 features with demo data. In addition to BizX Foundations, this master includes JAM, ONB 2.0 and WFA. It does NOT include ONB 1.0 (ONB 1.0 is available with NGD Tokyo only). Countries represented in this master include: Australia, Brazil, Canada, China, Germany, France, UK & USA among others which represent the deepest level of employee demo data.

Note: For paid demos, additional modules including RMK, LMS and more are available. See the Learning Hub for more details.

Step 4: Select a demo template.

The Data Center(s) in which that template is currently available will display.

Step 5: Select a data center.

Remember, Provisioning accounts are data center specific. You must have an active Provisioning account in the specified data center/environment to generate a demo in that data center. If you do not have a Provisioning account for that data center, an account will be automated created for you.

Note: DC2 is the preferred data center for EMEA based users. DC8 is the preferred data center for NA, LATAM or APJ based users. Not all data centers are available for all demo templates so pick the data center based upon availability.

Step 6: Click "Submit".

Select a Version

Version	Description
<input checked="" type="radio"/> NGD 1905 Tokyo	BestRun NGD Tokyo Release showcasing 1905 features with demo data. In addition to BizX Foundations, this master includes JAM, ONB 1.0 and WFA. ONB 2.0 is also available but configuration is complex and unsupported. For ONB 2.0 demo features use the NGD Rio. Countries represented in this master include: Australia, Brazil, Canada, China, Germany, France, UK & USA among others which represent the deepest level of employee demo data.
<input type="radio"/> NGD 1911 Rio	BestRun NGD Rio Release showcasing 1911 features with demo data. In addition to BizX Foundations, this master includes JAM, ONB 2.0 and WFA. It does NOT include ONB 1.0 (ONB 1.0 is available with NGD Tokyo only). Countries represented in this master include: Australia, Brazil, Canada, China, Germany, France, UK & USA among others which represent the deepest level of employee demo data.

Select a Datacenter:

DC2 Amsterdam DC8 Ashburn

DC4 is the primary environment for developing integrations, testing, and/or demoing proof of concepts. Quarterly product releases are deployed to the DC4 demo environment several weeks before the DC2 & DC8 demo environments. DC2 (EMEA, APJ, and MEE) and DC8 (NA, LATAM) are intended for customer facing demonstrations.

Provisioning User Email :

If you do not have a provisioning account specific to that data center please submit a [Restricted Access Request - Demo](#). A provisioning account will be auto-generated and provided to you via email, at which point you can return to this tool and generate your demo instance(s).

6.2 Supplementary Module Availability

By default, free trial demos include the core modules for BIZX, ONB 2.0 only. For partners, paid demos include supplementary modules such as LMS, RMK, RPOS, IAS, IPS, etc.

Note: As free trial LMS or RMK tenants are no longer available to partners, these modules (as well as the other add-on modules) are delivered to partners through the SAP Non-Commercial Licensing **Cloud Test and Demo for SAP SuccessFactors Business Package** SKU 8007218.

For the latest information for both partners and SAP employees, including details on module availability and lifecycle see the support pages in the HCM Cloud Ops portal here: <https://hcmcloudops.successfactors.com/DemoInstance/demoinfo>.

7 THE PROVISIONING PROCESS

All demo instances are hosted in access-controlled data centers. A Provisioning account is required for “Provisioning” level access for each data center (and specific environment: Test/Preview, Demo, or Production within the data center). The same ID can be used for Provisioning access to all your demos in that data center.

7.1 BIZX Provisioning Accounts

If you do not already have a BizX Provisioning ID, an ID will be created for the selected data center(s) demo environment will be auto-generated during the provisioning process, and credentials will be provided to you via email within minutes.

The email received will be like:



Access Information for your SAP SuccessFactors HCM Suite Provisioning Account (Demo Environment)

Greetings!

You have been provided access to the SuccessFactors Business Execution Suite (BizX) performance manager interface in the following data center demo environment:

DC8 demo environment URL: https://pmsalesdemo8.successfactors.com/provisioning_login

Note: If you already have a provisioning account **associated with your email address** in the data center environment specified above, a **new** account has **not** been created. Please click the link above and you will be automatically logged in to the account.

After the initial login, and mapping of your account to your SAP-ID, your access will be managed via your SAP-ID. You will not need a separate Provisioning Account Password.

Note: No demo instance COMPANY IDs will appear in the Provisioning UI unless you have an existing demo instance in that environment. To generate a demo instance, use the **automated Demo Request Tool** available on the [HCM Cloud Operations portal](#). If you need provisioning access to an **existing** and/or shared demo instance, request mapping of your provisioning account to that instance via the [Demo instance Access Request \(DAR\)](#) form.

If your Provisioning ID is not active for the specified Data Center the following screen will display.

Error

Unable to find a Provisioning account associated with email 'test@test.com' for this Data Center/ Environment.

If the demo master you have selected is available in another data center for which you have a valid Provisioning ID associated with email 'test@test.com', select Close and make a New Request selecting the alternate data center.

If you do not have a Provisioning Account in any of the relevant data centers, submit a [Restricted Access Request - Demo](#).

For issues with Provisioning IDs click *Support | Contact Us* and select *Summary "Provisioning Account Issue"*.

7.2 Provisioning your Demo

Once Provisioning ID validation is successful, a request is made for automated provisioning of the requested demo instance. During this time, the Demo Request Tool will indicate the status of the demo as "In Process".

The automated processing will typically take less than 1 hour for BizX-only instances (non-NGD instances) and may take up to 5 hours for NGD instances with all product modules.

Note: For paid demos, orders will be verified prior to provisioning. Upon approval the automated processing takes the same time as the free trial demo.

The demo will be listed as "In Process".

My Instances
My Company Instances

 SEARCH
 RESET
 NEW REQUEST

Version	Data Center	Company ID	Type	Expiring On	Status
NGD 1905 Tokyo	DC8 Ashburn		NGD/H	15-Sep-20 23:59	In Process
NGD 1911 Rio	DC2 Amsterdam	SFPART050567	NGD/H	31-Aug-20 23:59	Extended
NGD 1911 Rio	DC2 Amsterdam	SFPART050566	NGD/H	31-Aug-20 23:59	Extended
NGD 1911 Rio	DC2 Amsterdam	SFPART050568	NGD/H	31-Aug-20 23:59	Extended

When the BizX creation is complete, the status will be updated and indicate “Completed” and an automated message will be sent to the instance owner.

My Instances
My Company Instances

 SEARCH
 RESET
 NEW REQUEST

Version	Data Center	Company ID	Type	Expiring On	Status
NGD 1911 Rio	DC2 Amsterdam	SFPRO001551	NGD/H	26-Sep-20 23:59	Completed

Demo instances generated from NGD templates typically include Jam, WFA, and ONB by default.

After requesting an instance, the tool will automatically create all the requisite components. You can view the status by clicking on the row.

Note: If the BIZX instance creation fails or is stalled with status “In Process”, the stalled/failed request will be removed from the queue. This takes place after a 24-hour period. At this point you need to request your tenant again. Failed or stalled requests do not count against your free trial quota.

[← BACK](#)

[UPDATE NOTES](#)

Demo Version	Hub Test BIZX+ONB
Demo Description	TESTING BIZX+ONB - Uses CQABP2Golden
Notes	
Data Center	DC68 Azure East US
Created On	27-Oct-2022 15:22
Expiring On	25-Jan-2023 23:59
BizX Instance Status	In Process
ONB Instance Status	In Process

As the various modules are readied their status will change to Completed. After a time all modules will be completed.

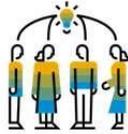
Demo Type	NGD/H
Data Center	DC2 Amsterdam
Created On	28-Jun-2020 06:21
Expiring On	26-Sep-2020 23:59
BizX Instance Status	Completed
JAM Instance Status	Completed
WFA Instance Status	Completed

You will receive an email notification of completion which will include:

- The unique identifiers of your demo instance (Company ID), e.g.: SFPART0123456
- The demo instance URL
- The default Username and Password
- A link to the BizX Provisioning UI in the specified data center



Access Information for your SAP SuccessFactors Demo Instance



Hello [REDACTED]

A request has been received to create a demo instance of the "PLS Demo NGD 1911 Rio" master. The demo instance below is currently being prepared.

Demo Instance Company ID: SFCPART00[REDACTED]

You typically will be able to login to the BizX portion of the instance after 30 minutes.

Additional modules applicable to your requested demo are added sequentially and may take up to an additional hour to complete. To view the status of each module navigate to the [Demo Request Tool](#) and click on the associated demo listing.

Log into your system



Use the credentials below to access the BIZX demo instance.

Company Link:
[https://salesdemo.successfactors.eu/login?company=SFCPART00\[REDACTED\]](https://salesdemo.successfactors.eu/login?company=SFCPART00[REDACTED])
 Company User Name: sfadmin
 Company Password: partRioDC2

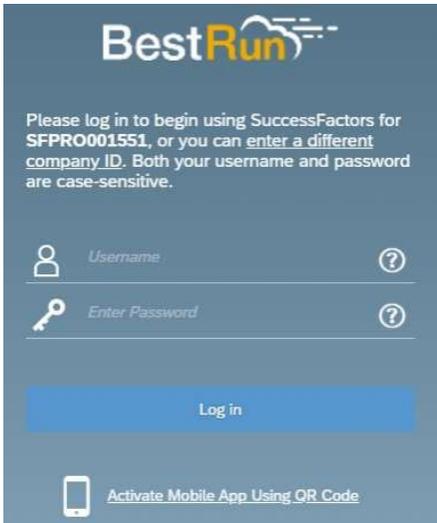
8 USING YOUR DEMO

Each SuccessFactors instance is a clone of your selected template, staged with demo data and scenarios for typical customer use cases.

8.1 The Demo User

Navigate to the "Company Link" URL provided in the "Your demo instance is ready" email.

To begin working with your demo instance, start by logging into the user end of the application by entering the assigned default Username and Password supplied in the Demo Instance email.



Once logged in you are encouraged to change the default password.

The demo includes a dedicated instance of BIZX, ONB, JAM that can be configured as you like. However, note that WFA, also available in the demo, is a shared environment and must be treated with care. Guidelines on usage of WFA environment is provided in the [SuccessFactors HCM Learning Room WFA and Reporting Usage Guidelines](#)

8.2 The Provisioning User

Provisioning access to a demo instance enables you to perform backend configuration of the instance via the SuccessFactors BIZX Provisioning interface. Note that the Provisioning User login credentials are different from those of the demo instance itself.

Again, reference “Your demo instance is ready” email. The URL provided is unique to a particular data center and environment, e.g. the Sales Demo environment in DC8 is https://pmsalesdemo8.successfactors.com/provisioning_login

Enter the User Name (from the Provisioning Account email) and Password (either as originally supplied or your new password if you have re-set it).



IMPORTANT: User Names and Passwords are data-center specific. If you change your password for one data center it does **not** change your password for any other data center.

Upon log-in, all your demo instances in that data center will be displayed.

Double click the Company ID (e.g., SFPART000000) to open:

List of Companies [0-9](#) [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) **S** [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [Others](#) [show all...](#)

Show License information

Company Name	Company ID	Total Seats	Seat Enforcement Option	Expiration Date
S4POCMSTR1	S4POCMSTR1	0	None	NEVER
S4POCMSTR2	S4POCMSTR2	0	None	NEVER
SACWFADC2	SACWFADC2	0	None	NEVER

8.3 Demo Configuration and Integrations

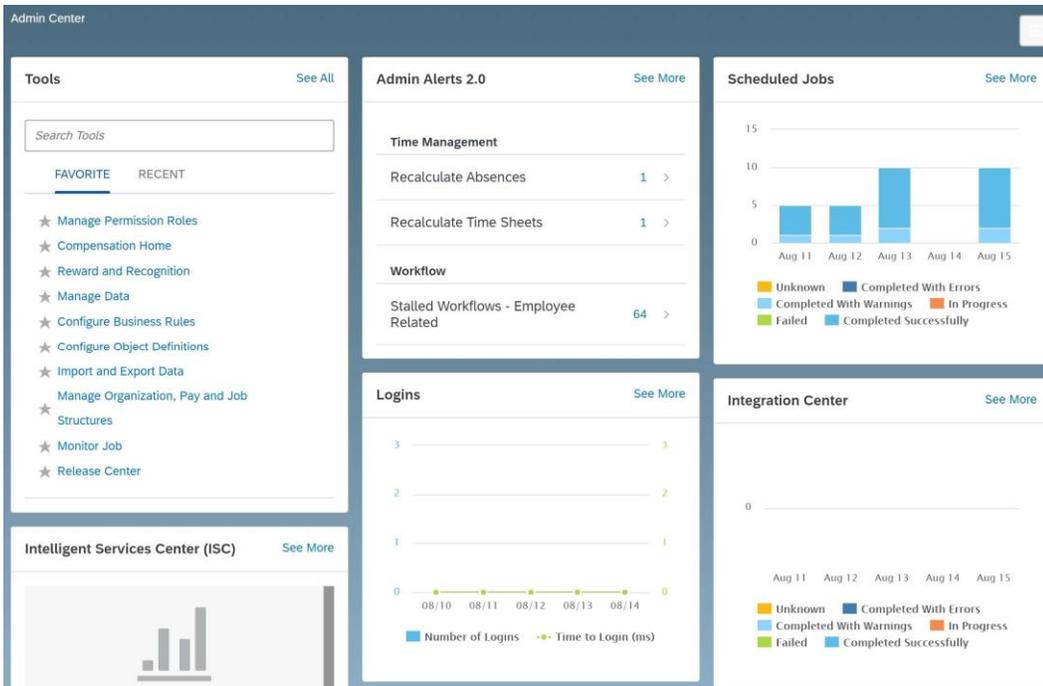
Most demo configurations of ONB, JAM, WFA, ORD, Reporting modules etc. occur within BIZX Provisioning. Information and assets related to all module configuration is published to the Learning Hub. Check the Resources section for access to the Learning Hub.

The demo instance can also be accessed by API calls for integrations.

Information on SF and OData APIs (<http://help.sap.com/cloud4hr>) and product information can be found in the SAP Help Portal.

To extend SuccessFactors on **SAP Cloud Platform**, please follow the steps in the SAP Support Portal (<https://help.sap.com/viewer/search?q=sap%20cloud%20platform>).

The Admin Center shows the state of integrations on the main page:



9 MANAGE YOUR DEMO INSTANCES (FREE/TRIAL ONLY)

Note: The instructions below are for free demos of core module demo. Paid demos lifecycles are governed by the NCL contract and have no specific need for Extension or Deletion. Refreshes for paid demos are done by submitting a ticket through the HCM Cloud Ops portal or through Customer Support.

As part of the tenant lifecycle you can manage (Extend, Refresh, or Delete) your demo instance as needed. (Note: Additionally Demo Managers can perform these actions on all demo instances associated with their partner organization.)

Note: Full details on demo tenant availability, lifecycle, usage terms and conditions including supplementary modules such as LMS are provided in the policy documents listed in the Resources section.

Navigate to the Demo Request Tool to view a list of your demo instances. Click the instance in the Demo Manager grid.

My Instances

My Company Instances

 SEARCH

 RESET

 NEW REQUEST

Version	Data Center	Company ID	Type	Expiring On	Status
NGD 1905 Tokyo	DC8 Ashburn		NGD/H	15-Sep-20 23:59	In Process
NGD 1911 Rio	DC2 Amsterdam	SFPART050567	NGD/H	31-Aug-20 23:59	Extended
NGD 1911 Rio	DC2 Amsterdam	SFPART050566	NGD/H	31-Aug-20 23:59	Extended

Select the action you would like to take against the demo instance.

My Instances

My Company Instances

< BACK

 EXTEND

 REFRESH

 DELETE

First Name	Mel
Last Name	Christie
Company ID	SFPART050567

9.1 Extend Demo

This will extend the expiration of the demo instance. Select “Extend Demo”, modify the Expiration date and select “Extend” to complete the request.

Note: This function is not available to paid demos as the expiration date of the paid demo is dependent on the life of the contract (standard minimum one year with auto renew).

9.2 Refresh Demo

This will send an automated request to reset the demo instance to the original schema; i.e., copy over the instance with a fresh instance. During this time the Status field of the demo on the main interface will indicate the status as In Process. A refresh will only copy over the core BizX module (It does not refresh other modules like JAM, ONB 1.0 or WFA).

If the demo template is no longer available, the Refresh button will not display.

Note: This function is only available to paid demos by ticket. Please submit a support ticket through the HCM Cloud Ops portal for any refresh request.

9.3 Delete Demo

This will send an automated request to delete the demo instance. Once the deletion is *In Process* the instance cannot be retrieved, but quota is immediately freed up to allow you to request a new tenant.

Note: This function is not available to paid demos as paid demos are deleted upon termination of the contract.

9.4 Demos In Process

Most of the above functions go to into an “In Process” state, followed quickly by a completed state.

Occasionally some of the functions above can be stalled with status “In Process”. Subsequently these demos may not function as intended. For free trial demos only all “In Process” demos EXCEPT for “Deletion in Process” demos will count against your quota.

If stuck “In Process” for more than 1 business day then you can create a support ticket:

<https://hcmcloudops.successfactors.com/> -> Support -> Contact Us quoting the company ID of the demo concerned.

10 MAP YOUR PROVISIONING ID TO AN EXISTING DEMO INSTANCE

The automated Demo Request Tool is designed to generate a single demo instance/tenant for a single provisioning owner.

In cases where multiple developers want to work on the same instance, each user will need their own access. Before doing so, be sure this is acceptable to the owner of the instance.

Step1: Get a BizX Provisioning Account to access the data center. This can be obtained via the *Restricted Access Request – Demo* form under the *Operations Request Forms* tab.

You can view all your existing accounts under the **My Provisioning Accounts** link to see if you already have one.

OPERATIONS REQUESTS	REFERENCE URLS	DEMO INSTANCE REQUEST TOOL
BizX Provisioning Account Requests		
Restricted Access Request - Demo  Details Request a Provisioning Account in one or more Data center Demo Environments		
Customer Instance Access Request  Details		
Demo Instance Access Request		
Terminate Access Request  Details Submit a request to terminate a consultant's access to a specific customer instance or to all customer instances.		
Sales/Training Instance Re-Index		
My Provisioning Accounts		
ONB Requests		
ONB Account Migration A clone of the Source account. The <u>Source</u> account is...		
ONB Account Refresh A clone of the Source account. The <u>Destination</u> account is... activity.		
ONB Account Renaming A clone of the Source account and...		
ONB Super Admin		

Step 2: Once the provisioning account is created, mapped the account to the original owner’s demo instance via the *Demo instance Access Request* form also under the *Operations Request Forms* tab.

OPERATIONS REQUESTS	REFERENCE URLS	DEMO INSTANCE REQUEST TOOL
BizX Provisioning Account Requests		
Restricted Access Request - Demo  Details Request a Provisioning Account in one or more Data center Demo Environments		
Customer Instance Access Request  Details		
Demo Instance Access Request		
Terminate Access Request  Details Submit a request to terminate a consultant's access to a specific customer instance or to all customer instances.		
Sales/Training Instance Re-Index		
My Provisioning Accounts		
ONB Requests		
ONB Account Migration A clone of the Source account. The <u>Source</u> account is...		
ONB Account Refresh A clone of the Source account. The <u>Destination</u> account is... activity.		
ONB Account Renaming A clone of the Source account and...		
ONB Super Admin		

Note approval is automatic and is based upon users having the same login domain name as demo owner.

11 COMPANY DEMO MANAGERS AND INVENTORY MANAGEMENT (FREE/TRIAL ONLY)

Note: The instructions below are for free demos. Management of paid demos is handled by the order information available in <https://support.sap.com> and the NCL services application.

A designated Demo Manager for a partner organization can **View Details, Extend, Refresh, and Delete** all demo instances of the partner organization. This is an optionally configured role which can be helpful in managing quota constraints and serve as the **Demo Provisioning Approver** and as the **Demo Escalation Point of Contact** for quota issues.

11.1 Becoming a Demo Manager

Demo management access is defined at the domain level (e.g. partner.com and partner.uk would be treated as two separate organizations) and access is set upon manual request only. The Demo Manager must be approved by Partner Security Manager listed in SAP Manage My Partnership and can manage email domains outside of their own email domain.

To be set up as the Demo Manager for your organization submit a *Contact Us* request with approval attached.

11.2 Inventory Control

In the My Company Instances view, the partner Demo Manager can also see the overall quota allocation for his/her organization email domain and see the currently Used Quota.

My Instances
My Company Instances

 SEARCH
 RESET
 EXPORT
 NEW REQUEST

Company Domain	Company Quota	User Quota(individual Quota)	Used Quota(overall)
sap.com	1500	2	1442

Version	Data Center	Company ID	Company Name	Assigned To	Type	Expiring On	Status
NGD 1705	DC2 Amsterdam	SFPART019551	SAP	 @sap.com	BestRun/NGD	08-Jun-25 23:59	Deleted
NGD 1911 Rio	DC8 Ashburn	SFPART049784	SAP	 @sap.com	NGD/H	01-Dec-20 23:59	Completed
NGD 1811 Vegas	DC8 Ashburn	SFPART035848	SAP	 @sap.com	NGD/H	23-Oct-20 23:59	Completed
NGD 1911 Rio	DC8 Ashburn	SFPART049158	SAP	 @sap.com	NGD/H	13-Sep-20 23:59	Extended

In calculating the number of currently used instances, the following logic is applied:

- **Counts against the quota:** Completed, Extended, Extension Failed, Extension in Process, Refresh in Process, Refreshed, Deactivated, Deactivation in process
- **Does not count against the quota:** Deleted, Deletion in Process, any other Failed state

In addition to the usage for your email domain all demos for which you are a demo manager are shown in this view. This view includes demos out of out your email domain, and demos that were deleted. Click the demo you wish to manage to perform the action required.

Demo managers cannot reassign an instance to another user (e.g. a demo instance that has been highly configured for which the original owner will be leaving the organization). To do this, requests may be submitted by the instance owner or the Company Manager via a *Contact Us* request under the *Support* tab. Note however that demo reassignment is not handled on a bulk level.

11.3 Provisioning Approval

As an optional addition to inventory control Demo Managers can act as a Provisioning Approver.

If demo templates are restricted to demo managers, then a user's demo request will not automatically provision but will instead send an email stating a request for approval to all demo managers listed for the company's domain.

Trial Demo Instance Request for Trial 2022v1 NGD


sfdemo@successfactors.com
 To: 
 Cc: 

 Reply
  Reply All
  Forward
  ...

Fri 10/28/2022 11:20 AM

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

SAP SuccessFactors 
THE BEST RUN 

Request for New SAP SuccessFactors Demo Instance



Hello Team,

A request has been raised to create a demo instance of the "Trial 2022v1 NGD" master.

Assignee/Provisioner email address: requestor@sap.com

Requested Demo Version/Template: [Trial 2022v1 NGD](#)

Requested Data Center: [DC4 Chandler](#)

The demo manager may then request the demo on the user's behalf through the managers My Company Instances tab or may respond back to the user via email with alternatives.

Trial Demo

This is the tool for trial partners and SAP er Partners need to ord order. The order pro To generate a new tr show if you are out c By using this tool, yo

My Instances

Version: Trial 2022v1 NGD

Hub Test BIZX+ON

Hub Test BIZX+ON

Select a Version

Version	Description
<input checked="" type="radio"/> Trial 2022v1 NGD	The latest BestRun NGD trial is 2202v1 showcasing 2111 features with demo data. Includes BIZX, JAM, ONB 2.0, WFA. ONB 1.0 is available with NGD Tokyo only. This template does NOT support IAS/IPS/SAC.
<input type="radio"/> Trial Tokyo NGD 1905	The BestRun NGD Tokyo showcases 1905 features with demo data. Includes BIZX, JAM, ONB 1.0, WFA. ONB 2.0 is also available but configuration is complex and unsupported. For ONB 2.0 demo features use later NGD templates. This template does NOT support IAS/IPS/SAC.

Select a Datacenter:

DC2/DC57 Amsterdam GCP
 DC4 Chandler

Assignee/Provisioning User Email :

If your provisioning account does not already exist for the selected data center, it will be auto-generated and provided to you via email.

To be set up as an Approver in addition to standard Inventory Control submit a *Contact Us* request with your request.

11.4 Escalation Point of Contact

As an optional addition to inventory control Demo Managers can act as an Escalation Point of Contact.

If opting in as the demo escalation point a message will show on the Trial Demo Request Tool providing the escalation point of contact to the end user. This provides users the ability to submit questions around provisioning, quota, etc. To use this feature, we suggest that the demo management email address on display be a central contact mailbox instead of individual email addresses.

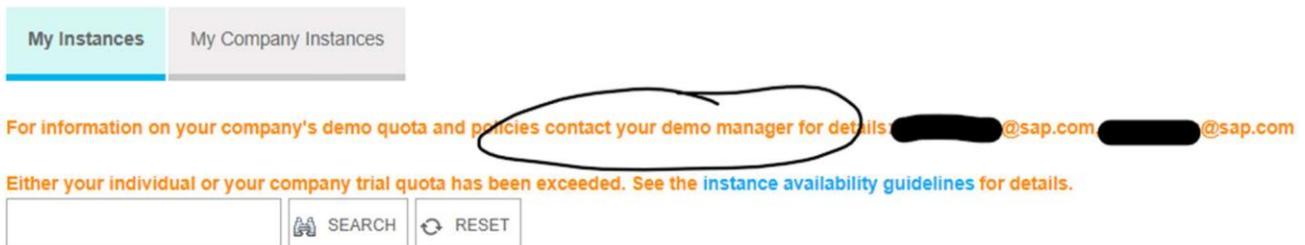
Trial Demo Request Tool

This is the tool for **trial demos** available to eligible **Partners** and **SAP Employees**. Trial demos are limited in scope and quota is only available to eligible partners and SAP employees.

Partners need to order a paid full suite [Non-Commercial Licensing](#) (formerly *PLS*) demo, as part of their demo strategy with 5 trial demos available for each order. The order process is described in the [SuccessFactors HXM Demo Service Offering](#). Paid demos are requested here: [T&D Demo Request Tool](#).

To generate a new trial demo instance, click *New Request* below, select your preferred *Demo Template* and *Data Center*. The *New Request* button does NOT show if you are out of quota. The [Demo Template Guide](#) outlines the differences between templates.

By using this tool, you agree to adhere to our [acceptable use policy](#). In case of issues, please submit a support request by clicking [Contact Us](#).



To be set up as an Escalation Point of Contact in addition to standard Inventory Control submit a *Contact Us* request with your request.

12 FREQUENTLY ASKED QUESTIONS

Where can I find the SAP SuccessFactors Demo Options?

The Demo Options available are on **PartnerEdge** here:

https://partneredge.sap.com/en/library/education/products/emp_mng/e_ep_ssf_hxm_test_demo_offering.html (covers the demo product details including the low cost paid instances prefixed SFCPART0) and here: <https://partneredge.sap.com/en/partnership/licenses/tdd.html> (covers the ordering process for paid instances)

Additional Demo Options including the limited free trials (prefixed SFPART0) are listed on the **SAP SuccessFactors HCM Learning Room**:

https://jam2.sapjam.com/groups/pjsbEySN5S1QxSiY6F0GRH/overview_page/wCNla1GTCmSjOK2H9I7aic (See the Support Channel question at the end of this FAQ for access to the Learning Room)

What are the support channels for my demo?

There are four main support channels for demo tenants: **SAP Non-Commercial Licensing Support** (for ordering paid demos), **SAP Customer Support** (already provisioned paid demos), **SuccessFactors HCM Learning Room Forum** (paid and trial demos), SuccessFactors Tier 1 Ops Support through the **HCM Cloud Ops portal** (paid and trial demos).

Support details are provided on the **SuccessFactors HCM Learning Room** here:

https://jam2.sapjam.com/groups/pjsbEySN5S1QxSiY6F0GRH/overview_page/OpBsADOWRXWlaKg707AwA1 (Partners and SAP SuccessFactors employees in a partner-facing role should automatically have access to the Learning Rooms. In case of access issues contact: sap_learninghub_pe@sap.com)

Unable to create a new Demo due to either "user demo limit exceeded" or "company demo limit exceeded" message while requesting a new demo.

Please reach out to your organization's **DEMO MANAGER** who can request an increase in the company limit.

Note: Each company should have a "Demo manager" who can represent the organization to manage their demos and be the first point of contact for consultants if demo quota is reached. If your ORG has no existing manager in the portal, you can either nominate yourself or any other user who can take responsibility to manage all demos.

Note: Every organization will be given 5 demos each by default. If any partner wants to extend their demo quota limit, please reach out to your Partner Experience Manager (PXM).

What states/status counts against my demo quota?

Counts against the quota: Completed, Extended, Extension Failed, Extension in Process, Refresh in Process, Refreshed, Deactivated, Deactivation in process

Does not count against the quota: Deleted, Deletion in Process, Failed

Can demo instances be shared?

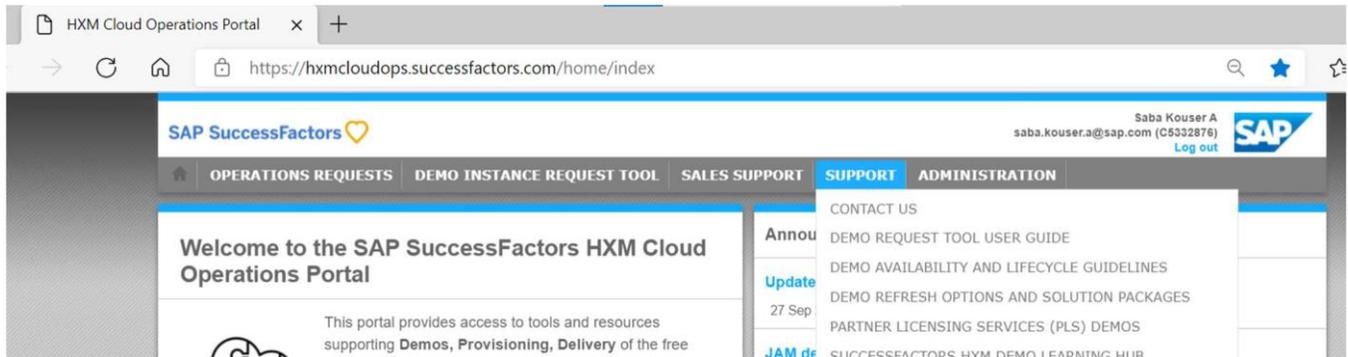
Yes, in fact we encourage shared use of demos. Shared use enables more consultants to have access to a demo instance.

If you have an existing provisioning account in the environment, you can submit an automated [Demo Access](#)

Request -> Demo Instance Access Request to map your provisioning account to the shared instance.

How can we update Demo Manager for our organization?

Raise a request to update demo manager for your organization by using the “Contact Us” option under [SUPPORT](#). This request requires an approval from your organization’s security manager.



Can demo ownership be transferred?

Yes, ownership can be re-assigned. This is useful if the original owner has left the organization. Submit a 'Contact Us' request under the [SUPPORT](#) tab to request the change.

I need to move/refresh demo instance to a different Data Center (DC).

Free/trial demo instances (prefixed SFPART0) cannot be moved/refreshed to a different DC. You can raise a new demo instance instead. If you are out of user or company demo quota limit while requesting for new demo, in this case you can reach out to your organization’s demo manager.

Paid demo instances (prefixed SFCPART0) can be copied (like Golden Instances) from the demo landscape to a production/preview environment through a ticket to Customer Support.

User wants to reset password of its demo instance.

1. Login to the demo in BIZX provisioning -> company settings -> search for create admin -> give the details -> create admin.
2. Login as your new admin, go to Admin Center -> Manage Role->Based Permission Access
3. Add your new admin to the list
4. Logout and log back in, go to Admin Center -> Manage Permission Groups -> add your new user to the “Admin” group
5. Logout and back in, then you can use the User Password Reset tool

How to add my demo instance account to my provisioning ID?

Once the BIZX provisioning Id is created (in Demo DC), please raise a Demo Instance Access Request (DAR) for mapping the company ID to your Prov ID and here is the link below: [Demo Instance Access Request](#) -> Demo Instance Access Request.

How can I request provisioning ID in demo environment?

Please raise a Restricted Access Request (RAR) request for creating any provisioning account in demo environment [Restricted Access Request - Demo](#) -> Restricted Access Request – Demo.

How can I find out more about my demo instance?

The SAP SuccessFactors HCM Learning Room is where you can find resources for such product related queries, where you can also post your queries and get help from the User Community:

https://jam2.sapjam.com/groups/pjsbEySN5S1QxSiY6F0GRH/overview_page/r8d7h0UW1z431KsnaREHDL

I have submitted a request to delete my demo instance, but the status is showing "Deletion In process". What states/status counts against my demo quota?

Counts against the quota: Completed, Extended, Extension Failed, Extension in Process, Refresh in Process, Refreshed, Deactivated, Deactivation in process

Does not count against the quota: Deleted, Deletion in Process, Failed

How to raise Demo Instance extension request?

Go to the [Demo Request Tool](#). Click on your tenant and click Extend.

Does demo instance have any upgrade policies?

All demos are upgraded as part of the product release cycle. Such releases occur twice a year from 2020.

How can we see how many demo instances are assigned to our organization and to whom?

Demo manager of your organization can view the details of all demos currently in use by the company's consultants. Refer to Demo Manager section above.

How can I request RMK or LMS demo?

Recruiting Marketing (RMK) or Learning (LMS) is not available to free/trial demos (prefixed SFPART0). RMK as well as LMS and other new modules are available through the paid option from SAP Non-Commercial Licensing (SAP NCL). This offers a low-cost end-to-end service portfolio for test and demonstration as well as development licensing services for SAP on-premise and cloud solutions to all SAP partners with valid partnerships. See more information here:

https://partneredge.sap.com/en/library/education/products/emp_mng/e_ep_ssf_hxm_test_demo_offering.html

How can I enable ONB/WFA/JAM and other modules in my demo instance?

The steps to enable modules is available in the learning hub repository:

https://jam2.sapjam.com/groups/pjsbEySN5S1QxSiY6F0GRH/content?folder_id=OD80BxfzsbrB6bptFiza60

Search on the module acronym to filter the results (e.g. ONB, LMS, RMK, etc.)

Require super admin access to ONB 1.0 demo instance.

Kindly raise a request by going to [ONB Super Admin Access Request - Demo](#) under Operations request forms. The requestor must have the same email domain as the owner of the BIZX demo instance for the ONB super admin to be created.

Require site manager access to RMK demo instance.

Kindly raise a request by going to [RMK Site Manager Access Request - Demo](#) -> RMK Site Manager Access Request – Demo. under Operations request forms. The requestor must have the same email domain as the owner of the BIZX demo instance for the RMK Site Manager mapping to be created. RMK is only available to paid demos (prefixed SFCPART0).

I want access to: Employee Central Payroll Demo System.

Please refer to the [SAP Non-Commercial Licensing \(SAP NCL\)](#) team for details and how to order.

I want to enable 'Apply with LinkedIn' option in my demo instance, but how?

For these types of requests you can go to the [SAP SuccessFactors HCM Learning Room](#) where you can find resources or post your question for peer to peer feedback.

I am not able to login to my provisioning (DC demo/Preview/Production), its throwing error "Sorry, we could not authenticate you. Try again".

Login to BIZX provisioning is SSO (Single Sign On), there must be issue with your S-user. Please reach out to partner@sap.com

Can I use my demo for an SAP SuccessFactors Partner-Packaged Solution?

Paid demos (prefixed SFCPART0) can be used as a Golden Instance and or in conjunction with PacMan to create templates for partner implementations. Note that demos cannot contain PII and can only be copied from the demo environment to Preview/Production, not vice versa. Details are available in the Learning Hub here: https://jam2.sapjam.com/groups/pjsbEySN5S1QxSiY6F0GRH/overview_page/H9afk1ZbURkXQoUdMYbfEo.

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