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## Services Engagement Engineer

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Company: SAP

Location: Bogotá

Category: other-general

### Bring out your best

SAP innovations help more than four hundred thousand customers worldwide work together more efficiently and use business insight more effectively. Originally known for leadership in enterprise resource planning (ERP) software, SAP has evolved to become a market leader in end-to-end business application software and related services for database, analytics, intelligent technologies, and experience management. As a cloud company with two hundred million users and more than one hundred thousand employees worldwide, we are purpose-driven and future-focused, with a highly collaborative team ethic and commitment to personal development. Whether connecting global industries, people, or platforms, we help ensure every challenge gets the solution it deserves. At SAP, you can bring out your best.

The Engagement Engineer works for customers covered by a long-term post-sales engagement. An engagement is a collaborative relationship between a customer and individual resources or teams with a specific mandate based on a defined contract.

The aim of this role is to support a long-term engagement between the customer and SAP. The engagement will cover the enterprise-wide adoption, consumption and operation of SAP centric solutions.

Based on a strong organization and peer network combined with a sound understanding of the customer, the Engagement Engineer manages relevant activities to pro-actively support customer initiatives and solution usage to ensure adoption and consumption. The

Engagement Engineer is working in an engagement with low complexity or together in a team with more experienced colleagues which are helping in judging situations and the creation of action plans for complex situations.

Customer Understanding and Situation Analysis:

Understand the customer's business (e.g. business challenges and pain points, industry specifics) Understand the customer organization (e.g. stakeholders, implementation partners, service providers) and how that organizational structure may affect the customer's success with SAP

Understand SAP's status at the customer's enterprise (e.g. current contractual footprint and adoption, past escalations, customer feedback provided to SAP and potential future footprint to meet customer needs)

Support analysis of current customer situation, maturity of SAP solution operations, and IT service delivery

Engagement Setup:

Understand the scope of the engagement with the customer

Understand engagement roadmap, innovation roadmap, adoption targets, engagement focus areas and develop a high-level delivery plan

Understand goals and Key Performance Indicators (KPI) for the engagement Understand the governance model (e.g. meeting cadence, escalation path) Expedite SAP's collaboration platform at the customer

Explain the initial action plan to the customer which is the starting point for the engagement

Engagement Governance:

Collaborate with the account team and other internal stakeholders as required

Contribute to executive meetings, provide an overview of the engagement contribution to demonstrate the value delivered Understand engagement performance expectations and adhere to delivery standards and KPIs

Engagement Development:

Highlight opportunities, outside own area of responsibility, with the account team

Support customer retention and Premium Engagement contract renewals

Customer Relationship Management:

Aim for a trusted relationship with customer

Support the communication of relevant topics between the customer's organization and SAP during the engagement lifecycle Support capturing customer experience (reference calls, videos, success stories, etc.)

Engagement Management and Planning:

Know the customer entitlement while adhering to entitlement or contract guidelines

Support finding relevant SAP portfolio items to accelerate adoption and maximize customer value whilst supporting SAP delivery efficiency Understand the long-term engagement plan based on customer's solutions, projects and top issues

Highlight short-term needs inside the front office team to avoid issues

Anticipation and Identification of Risks and Top Issues:

Identify and assess potential issues and risks related to SAP solutions, associated business processes and customer initiatives

Provide advice on issue resolution

Involve SAP experts, as well as experts from the customer and partners if deeper expertise is required Assist in action plan creation for root-cause analysis and resolution of the customer's (top) issues

Support the preparation of executive briefing to provide background and status on high profile customer top issues Document top issues to provide transparency on status and progress throughout SAP

Escalation Management for Critical Situations:

Understand importance of all issues raised, and recommendations given to the customer

Support condensing issues to top issues and ensure resolution thereof according to engagement deliverables Escalate critical situations to the front office or account team

Highlight churn or maintenance at risk situations

### Engagement Delivery:

Manage execution of the engagement plan by aligning, scheduling, scoping, ordering and supporting the delivery of Premium Engagement services

Follow up service deliveries to ensure value realization and support visibility of value delivered to customer

### Documentation and Reporting of Engagement Status, Action and Value:

Regularly report the status of engagement deliverables, accomplishments and value to the customer or the front office team

Enter and update the customer's information and status in respective systems

### Support ES (Enterprise Support) or PSLE (Product Support for Large Enterprises) Delivery:

Instruct customer on SAP's Support processes to drive efficient incident resolution

### Internal Feedback:

Provide feedback on improvement potential for SAP engagement and service delivery

Can effectively resolve or drive resolution for problems in a structured manner, including capacity to effectively report on issues resolution

Is able to understand customer solution landscapes

Understands principles and typical issues of solution landscape management

Has a good understanding of the SAP technology, solutions and services

Has a good understanding of SAP tools and processes

### Education

Bachelor's degree in Computer Science, Science, Mathematics, Engineering or similar

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