



SAP Executive Profile

Dr. Uwe Hommel

Corporate Officer, Executive Vice President and Head of SAP Active Global Support, SAP SE

Dr. Uwe Hommel is corporate officer, executive vice president and head of the Active Global Support. He leads an organization of close to 6000 employees worldwide to develop, define and deliver an end-to-end solution support program and portfolio for all SAP installed-base customers.

In 2011, he moved the global headquarters of Active Global Support to China Beijing, and established the SAP ONEService program. The SAP ONEService program introduces a new way of SAP implementations, supported by a combination of AGILE project implementation, AGILE software development, China Best Practise and the SAP Collaboration Cloud.

Throughout his extensive professional career at SAP, Hommel heavily drove activities in numerous areas that helped SAP's customer support become one of the best in the enterprise software industry. These included remote services development like SAP EarlyWatch and SAP GoingLive remote services, training and certification of technical consultants, the development of the knowledge transfer model as well as the development of the premium support engagement portfolio of SAP MaxAttention, SAP Enterprise Support and SAP ActiveEmbedded.

Hommel joined SAP in 1988 and was instrumental in establishing technical consulting services in Walldorf. From 1991-1994, he was responsible for the development of the computer center management system (CCMS) and for quality assurance in performance. The technical components of CCMS formed the basis for SAP's superior system monitoring infrastructure. From 1994 to 1999, Hommel worked as director of SAP R/3 Services as well as manager of the Technical Core Competence department.

In year 2000, he took over responsibilities for SAP's support organization, where he spearheaded the development of holistic solution support programs for all SAP customers in the world. Under his leadership, the premium engagement offering of SAP MaxAttention became hugely successful, with close to 450 customers worldwide by 2012. Most of these enterprises are ranked in the global Fortune 500.

Before joining SAP, Hommel worked for the software development division at Honeywell Bull. He began his career as an assistant professor of mathematics at the University of Chicago and holds master's and doctoral degrees in mathematics from the University of Heidelberg in Germany.

何无畏 博士

SAP 企业官

执行副总裁兼 SAP 全球支持集团负责人

作为 SAP 企业官、执行副总裁兼 SAP 全球支持集团负责人，何无畏博士领导的组织在全球拥有近 6000 名员工，为 SAP 全球现有客户提供端到端的解决方案，支持并规划产品组合的开发与定位。

2011 年，何无畏博士将全球支持集团总部迁至中国北京，并组建了 SAP ONEService 运营模式。在 AGILE 项目的实施、AGILE 软件的开发、中国最佳实践及 SAP 协作云的助力下，SAP ONEService 推出了实施 SAP 系统的新方式。

何无畏博士在 SAP 拥有丰富的职业生涯，并在各大领域颇有建树。他积极推动 SAP 客户支持服务，使其在企业应用软件行业中遥遥领先。SAP 客户支持服务包括“远程服务”开发，如 SAP EarlyWatch 及 SAP 上线远程服务，以及技术顾问培训与认证、知识传递模式建立等。此外，何博士在如 SAP MaxAttention、SAP Enterprise support(企业支持)及 SAP ActiveEmbedded 服务组合开发及推广中也有着极为卓越的成就。

1988 年，何无畏博士在德国总部沃尔多夫加入 SAP，他在技术咨询服务构建方面做出了卓越的贡献。1991 至 1994 年，他负责 CCMS (computer center management system) 的开发及系统性能的质量保证。CCMS 系统的技术模块为 SAP 高级系统监测架构奠定了坚实基础。基于此架构，SAP 为全球的企业客户实现了大型系统的高效管理。1994 至 1999 年期间，何无畏博士担任 SAP R/3 服务总监以及技术专业中心 (Technical Core Competence department) 部门经理两大职务。

自 2000 年起，何无畏博士一直担任 SAP 全球支持集团执行副总裁一职。在他的卓越领导之下，AGS 为全球客户提供了从产品到软件支持服务的整体性解决方案。同时，SAP MaxAttention 高级服务在全球取得了前所未有的巨大成功。在全球近 450 个 MaxAttention 客户中，大多数企业均为全球财富 500 强。

加入 SAP 之前，何无畏博士服务于 Honeywell Bull 软件开发部。芝加哥大学数学助理教授一职为他开启了事业的起点。何博士毕业于德国海德堡大学数学系，拥有硕士学位和博士学位。