Newsflash for
SAP User Groups

Dear SAP User Groups,

Welcome to our SAP User Groups Newsflash! It is designed to keep SAP User Groups up-to-date on current offerings and services such as hands-on workshops, latest news from service and support, and influencing initiatives.
Please feel free to share the Newsflash with your User Group members.

Your Global SAP User Groups Organization

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Value of Support

Announcement

1. **Update of the SAP Support Backbone - Customer Action Required!**

   SAP's Support Backbone is the central infrastructure located at SAP to provide technical support to the customers. The SAP Support Backbone has been updated. The legacy infrastructure remains in place to allow a safe transition for customers. Customers need to switch to the new infrastructure before January 2020 to ensure continuous connectivity. This impacts every ABAP-based SAP system which is connected to the SAP Support Backbone.

   Read more

SAP User Group Specific Offerings

2. **Get Guidance on the SAP Licensing Process**

   The SAP Licensing and Process Guide provides Customer COEs with an general overview and access to important topics related to the lifecycle of SAP Licenses. It most prominently entails the recently updated SAP Licensing Guide.

   Read more

3. **SAP C/4HANA E-book**

   Discover SAP C/4HANA with this latest eBook on the intelligent CRM and get the collection that covers the entire SAP C/4HANA portfolio and illustrates how the solutions interact.

   Read more

4. **Value of Support E-book**

   Discover the Value of Support e-book with the objective to provide you with targeted, easy to use recommendations where SAP Support can help you with achieving your business and IT goals, execute your projects successfully and optimize your IT operations.

   Read more

5. **Whitepaper: Communities of the Future**

   Read the future ready User Group (UG) 2.0 whitepaper: learn about increasing attractiveness of user groups as a place to volunteer and engage enhanced with growth and diversity.

   Read more

Value of Support

6. **Enter the Next Level of Customer Support Experience with AI Technology**

   AI-driven product support takes the SAP customer support experience to the next level. Jens Trotzky, head of Artificial Intelligence Technology for SAP Support, explains what AI-driven support is, how it works, and its benefits to SAP customers.

   Read more

7. **The New Customer COE Website is live!**

We are pleased to announce the relaunch of our Customer Center of Expertise (Customer COE) [website](). Our goal with the new design and structure is to provide our customers an easier way for getting all the necessary information about the Customer COE roadmap and process. The new website has a new knowledge transfer section to recieve relevant information about the Customer COE programs.

Visit our new website

8. **New Service Provides Line-of-Business Insight at No Cost to Maintenance Customers**

Learn more about the SAP Innovation and Optimization Pathfinder service and see how to request a report for IT and your line of business.

Read more

Events

9. **SAP Leonardo Now Online**

Be part of the virtual event SAP Leonardo Now Online on February 19 that will showcase the latest SAP Leonardo technologies, focussing on 'most frequently asked questions' regarding the SAP Leonardo capabilities: Blockchain, IoT, Big Data & Analytics, Machine Learning and Conversational AI.

Read more