

Knowledge Transfer Webinars for SAP User Groups



Second Edition March 2019

Dear User Groups,

Welcome to our Knowledge Transfer Webinars Newsletter for SAP User Groups!

You will find an overview of our upcoming webinars on [K4U \(Knowledge For You\)](#).

Sincerely,

Your Global SAP User Groups Organization.

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Description



SAP S/4HANA

SAP S/4HANA: How Endusers Can Leverage the New Built-In Learning in SAP S/4HANA (April 9, 2019)

Enablement & training is not only a large cost-driver of every SAP project – it is also a critical success factor. Lacking knowledge and low adoption of End- & Key-Users regarding processes in SAP S/4HANA or how to handle Fiori leads to frustration and low productivity. In the webinar you will get an overview in general on all enablement offerings, as well as further details and a demo of the built-in learning capabilities. [Read more](#)



SAP C/4HANA

SAP C/4HANA: Learn What's New in 1902 for SAP Cloud Applications Studio (March 19, 2019)

The session will take you through the enhancements that were released in the February 2019 release and show how to use these enhancements in your SDK solution. In the session, we'll also talk about some of the best practices around life cycle management of a solution. [Read more](#)

SAP C/4HANA: SAP Marketing Cloud Service Offerings – Helping Your Projects Succeed (March 21, 2019)

Learn about the Optimization, and Review & Validation service packages that SAP offers to support implementations with a crawl, walk, run approach. [Read more](#)



SAP BW/4HANA Series

Analytics: SAP BW/4HANA 2.0 Overview and Road Map (March 19, 2019)

Join this session to get an overview on the newest innovations that will be provided in the areas of Data Tiering Optimization, Data Integration, Analytic Engine, Modelling and Administration. [Read more](#)

Analytics: Introducing the Data Protection Workbench of SAP BW/4HANA 2.0 (March 26, 2019)

The Data Protection Workbench is one of the key features shipped with SAP BW/4HANA 2.0. This toolbox supports customers to better comply with regulations around data protection and privacy in SAP BW/4HANA. [Read more](#)

Analytics: SAP BW/4HANA Planning (April 2, 2019)

In this session, we would like to demonstrate how you can integrate on premise-based planning solutions, built by SAP Business Planning and Consolidation (BPC), and SAP Analytics Cloud for planning based solutions. [Read more](#)

Analytics: Positioning SAP BW/4HANA and SAP S/4HANA (April 24, 2019)

In this session you'll learn how these two products complement each other to cover the full range of enterprise analytics workflows. The webinar will cover positioning and integration touchpoints, an architecture overview, and provides an answer to the question why SAP S/4HANA still needs a data warehouse. [Read more](#)



SAP Customer Center of Expertise

Customer COE: SAP ONE Support Launchpad – Overview and How to Get Started (March 19, 2019)

The SAP ONE Support Launchpad is the 3rd most visited website of SAP - more than 90.000 unique users are using it every day. Discover key concepts of the SAP ONE Support Launchpad and find out how to best use it. [Read more](#)

Customer COE: SAP ONE Support Launchpad – What's new: 2018 to date (March 25, 2019)

Discover the new applications and latest features of the SAP ONE Support Launchpad. [Read more](#)

Customer COE: Get Instant Access to SAP Product Support – With Next-Generation Support Real-Time Channels (April 2, 2019)

Learn how to choose the right channel for your questions. Explore the benefits of Expert Chat and Schedule an Expert for your SAP solution. Experience how to reduce time to resolution with SAP's live support channels. [Read more](#)

Customer COE: Use Expert Chat to Solve Your Technical Problems (April 4, 2019)

Discover the SAP's Next-Generation Support real-time channel Expert Chat and how it can help you implement and operate your SAP solutions, in any deployment model. [Read more](#)

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Customer COE: SAP's Built-in Support – A New Customer Experience Bringing Support into the Product (April 16, 2019)

Learn and see how built-in support works as integrated part of SAP applications, how it re-defines customers' support experience, get insight into the technology behind built-in support and find out how your company can benefit from it.

[Read more](#)

Customer COE: Incident Solution Matching – Enabled by Artificial Intelligence (April 23, 2019)

In this session learn, what is Artificial Intelligence (AI) driven support and how it does improve SAP product support experience? [Read more](#)

SAP Leonardo Demo Series

SAP Leonardo Demo Session: Service Ticket Intelligence with SAP Leonardo Machine Learning (April 9, 2019)

SAP Leonardo offers intelligent services to improve your customer service (and consequently customer experience) by predicting the right service category for new incoming tickets and directing them to the right processor straight away. In this webinar, Learn, how to make your Service Ticketing intelligent with SAP Leonardo. [Read more](#)

SAP Leonardo Demo Session: End-to-End Implementation with SAP's DATA Science and Machine Learning Platform (April 16, 2019)

In this live demo session, we will present a preview of SAP's Data Science and Machine Learning Platform (codename ODIN). We will showcase how to use this new platform to implement a Machine Learning project end-to-end. [Read more](#)



Road Maps

Road Map: SAP Fiori (March 27, 2019)

This talk focuses on the main things you need to know to understand where SAP is heading with SAP Fiori. It will also help you navigate through the road map presentation and associated road map information online via Innovation Discovery. [Read more](#)
