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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Announcements

1. Important System News

Please note that from Friday July 26, 4pm UTC to Monday July 29, 7:45am UTC important technical changes have to be applied to SAP systems that are connected to the SAP ONE Support Launchpad. These changes will affect services in the SAP ONE Support Launchpad and will lead to temporary unavailability of launchpad applications. If you experience any technical issues during the downtime, please check the following support contact options.

Read more

SAP User Group Specific Offerings

2. Hands-On Workshops

Discover our hands-on workshops that are covering topics important to SAP customers. They are all easy to adopt, so please do not hesitate to contact us for help with the set-up and customization according to your priorities and needs.

Discover Workshop Concepts

3. SAP Data & Database Management Webinar eBook

Discover the newly published SAP Data & Database webinar eBook and learn more about the advantages and capabilities of the SAP HANA in-memory database.

Read the eBook

Events

4. **Highlights from SAP Customer COE & Support Event**

On July 2nd and 3rd, this year's German-speaking Customer COE & Support Event has been successfully conducted at the SAP Headquarters in Walldorf, Germany. The contributions by customers and SAP experts, covering topics such as the Transition to SAP S/4HANA, Integration or Human Capital Management, were very well received by the customers. Take advantage of the opportunity to **download the presentations** on the event's website.

Read more

SAP S/4HANA

5. **Tailored Recommendations for SAP S/4HANA Customers Now Available – SAP Pathfinder for SAP S/4HANA**

The new SAP Innovation and Optimization Pathfinder for SAP S/4HANA has been launched based on the well-established SAP Pathfinder for ERP. Customers running SAP S/4HANA can leverage this service to develop and sharpen their innovation roadmap in SAP S/4HANA. It recommends the most valuable innovations and steps for short-term and mid-term optimization and thus helps to achieve the most value from their installation of SAP S/4HANA.

Read more

Value of Support

6. **Update of the Support Backbone – Customer Action Required!**

Act now and update your systems to stay connected to SAP as of January 1, 2020. The SAP Support Backbone has been updated. Customers need to switch to the new infrastructure before the end of 2019 to ensure continuous connectivity. This includes updating SAP Solution Manager to SP Stack 8 as well as every other SAP system that has a direct connectivity to Support Backbone.

Read more   Check the video

7. **Ask an Expert Peer is now an official channel of the Next-Generation Support approach**

    Ask an Expert Peer is now an official and permanent channel of the Next-Generation Support approach. Learn how SAP's new support channel and crowdsourcing customer service is changing real-time support and helps you with fast resolution of your product related, technical issues.

    Read more

8. **New My Trust Center underlines SAP's commitment to security and data privacy**

    The new My Trust Center in the SAP Support Portal offers a central repository for documents with classified information and other content around security and data privacy topics, which are only accessible to users with a valid S-user ID.

    Read more

9. **SAP Enterprise Support Academy delivers meet-the-expert sessions with Zoom**

    Zoom webinar solution provides an excellent webinar experience with simplified login access and improved application interfaces powered by adaptive viewing and modern design elements. Participants can connect via mobile and desktop apps from any location and enjoy crystal clear audio, enhanced screen viewing, and cross-platform instant messaging.

    Read more

10. **Enterprise Support Academy**

    Check out the upcoming scheduled offerings and new webinar replays. As a special offering, we have sessions available in Chinese (ZH) and Japanese (APJ). Just select your region below.

    APJ   EMEA   LA   NA