Knowledge Transfer Webinars for SAP User Groups

Second Edition August 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.

In this Issue:

SAP C/4HANA

Extending SAP Sales & Service Cloud with SAP Cloud Platform Extension Factory (August 22, 2019)

SAP Marketing Cloud – Marketing Organizer (August 27, 2019)

SAP Customer Center of Expertise (COE)

SAP Innovation and Optimization Pathfinder (August 22, 2019)

Automatic Note Search and Performance Assistant (September 03, 2019)

Description

SAP C/4HANA

Extending SAP Sales & Service Cloud with SAP Cloud Platform Extension Factory (August 22, 2019)

SAP Cloud Platform Extension Factory is a new framework for implementing side-by-side extensions for SAP C/4HANA cloud solutions. Join this webinar to learn more about how to use serverless computing and microservices to extend Sales & Service Cloud. You will also see a real-life scenario in action. **Read more**

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SAP Marketing Cloud – Marketing Organizer (August 27, 2019)

In this session, we will talk about the Marketing Organizer app. How to organize marketing objects in a folder hierarchy, collaborate with peers on projects, and navigate to respective object detail pages. **Read more**

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SAP Customer Center of Expertise

SAP Innovation and Optimization Pathfinder (August 22, 2019)

In this webinar you will learn how to leverage tailor-made recommendations and actionable guidance from the Pathfinder reports to continuously improve your company's business processes and IT operations, and deliver innovations to your business users. Moreover, find out how to order your free-of-charge report, and realize the full potential of your SAP investment. **Read more**

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Automatic Note Search and Performance Assistant (September 03, 2019)

Once you operate with some SAP systems and you find issues in operating it there is no need to go to the launchpad to open an incident. The best way to understand what is happening is by having a tool that helps to find the issue and possible notes to correct the system reaction. This represents a time saving for those people operating SAP systems being more agile to solve issues appearing in the systems. **Read more**

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SAP's Digital Access Licensing Model & Adoption Program (September 10, 2019)

In 2018, SAP introduced a new outcome based ERP pricing model for the digital age.

We have now reached a special milestone for our existing customers with regard to indirect/digital use by offering special conditions and services to help customers to embark into the new licensing model. In this session, you will get to know about the concept of Digital Access, its technical prerequisites and what scenarios it covers. You will find out more about the metric, technical measurability, how customers benefit from the new Digital Access Adoption Program and get an overview of the available options and how SAP recognizes previous customer's investments. **Read more**

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Customer Organization Readiness for SAP S/4HANA Cloud (September 11, 2019)

Is your organization ready to operate SAP S/4HANA Cloud? What are the considerations for business and enterprise IT to ensure a successful transition? In this session, you will gain a better understanding of the initial parameters and principles when starting your journey for SAP S/4HANA Cloud. **Read more**

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New Product Support Channel: 'Ask an Expert Peer' for SAP SuccessFactors (September 17, 2019)

Take advantage of a peer-to-peer platform to gain a direct line to qualified experts in your field, outside of SAP. With the 'Ask an Expert Peer' service, you can get answers to your technical questions related to your

implementation of SAP SuccessFactors Solutions and achieve fast issue resolution for your basic inquiries and low- or medium-priority incidents. **Read more**

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Software Update Manager (SUM) 2.0 SP 06: Overview of the New Features (September 18, 2019)

The Software Update Manager (SUM) is the tool for scenarios like update, upgrade, migration, system conversion. In this session, we will present an overview of the new features of SUM 2.0 SP 06 like the adapted screen sequence, downtime reduction techniques, and shadow repository on target database. **Read more**

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SAP's Use of AI in Incident Management Processes (September 19, 2019)

In today's always-on business environment incidents need to be addressed swiftly. Finding a solution to incidents is, therefore, of paramount importance. To accelerate this process and provide real-time answers to customer incidents, we have developed incident solution matching, an AI-driven service to SAP's customers to get real-time recommendations to incidents while they are typed-up. In our webinar, we will talk about the new service, its benefits to business, and the journey to deploying a live service to demonstrate how to deliver machine learning application providing business value. **Read more**

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SAP Innovation and Optimization Pathfinder (September 24, 2019)

In this session, you will learn how to leverage tailor-made recommendations and actionable guidance from the Pathfinder reports to continuously improve your company's business processes and IT operations, and deliver innovations to your business users. Find out how to order your free-of-charge report, and realize the full potential of your SAP investment.

Read more

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Next-Generation Business Scenario Recommendations for SAP S/4HANA (September 26, 2019)

The "Next-Generation SAP Business Scenario Recommendations for SAP S/4HANA ("Next-Generation BSR") helps your members identify the most valuable digitized business scenarios for their enterprise. This is an essential first step in building a business case for SAP S/4HANA and securing the buy-in from your senior business executives (CEO, CFO etc). **Read more**

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▶ SAP Leonardo Demo Series

How to Build an Intelligent Application with SAP Data Intelligence (September 17, 2019)

Machine learning and data are changing enterprise applications. Get acquainted with the capabilities of the SAP Data Intelligence service and hear about the road map. Discover how you can build, integrate, deploy, and operate an intelligent application with SAP Data Intelligence. **Read more**

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Road Maps

SAP Cloud Appliance Library (September 12, 2019)

SAP Cloud Appliance Library (SAP CAL) offers a quick and easy way to consume the "latest" SAP solutions in the public cloud, such as SAP S/4HANA, SAP HANA Express Edition, industry solutions, model companies, etc. It's an online library of preconfigured, ready-to-use SAP solutions that can be instantly deployed into your own public cloud accounts (e.g. AWS, Azure, GCP) to kick-start your SAP projects – within few hours! Join us to get the latest update on SAP CAL, watch live demos and learn about planned innovations. **Read more**

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Other Languages

Customer COE: Obtenha o Máximo dos Recursos de Suporte SAP – Portuguese Version (September 11, 2019)

Neste Webinar, você conhecerá mais sobre os recursos de suporte disponíveis para você como um cliente SAP. Conheça a variedade de ferramentas e recursos a sua disposição, além de entender melhor como funciona a organização de suporte. O objetivo é fornecer as informações de que você precisa para engajar-se com sucesso com nossa organização e obter o máximo proveito dos serviços oferecidos. **Read more**

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Customer COE: Preparación de la organización del cliente para SAP S/4HANA Cloud - Spanish Version (September 12, 2019)

¿Está su organización lista para operar SAP S/4HANA Cloud? ¿Cuáles son las consideraciones, tanto de las líneas de negocio como de TI, a tener en cuenta para asegurarse una transición exitosa? En esta sesión obtendrá un mejor entendimiento de las consideraciones iniciales a tener en cuenta cuando comience su camino a SAP S/4HANA Cloud. **Read more**

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Customer COE: Obtenga el Máximo de los Recursos de Soporte SAP – Spanish Version (September 12, 2019)

En este webinar, usted aprenderá más sobre las funciones de soporte disponibles para usted como cliente de SAP. Conozca la variedad de herramientas y recursos a su disposición, y comprenda mejor cómo funciona la organización de Soporte. El objetivo es proporcionar la información que necesita para participar con éxito en nuestra organización y aprovechar al máximo los servicios ofrecidos. **Read more**

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