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.

We cordially welcome Luxembourg SAP User Group (LSUG) as a new member in the SAP User Groups community.

Please feel free to share the Newsflash with your User Group members.

Your Global SAP User Groups Organization

In this Issue:

SAP User Group Specific Offerings

1. SAP Globalization Services eBook - NEW

2. SAP S/4HANA Webinar eBook - NEW

SAP S/4HANA

3. SAP S/4HANA Cloud 1908 Released to Customers

4. SAP S/4HANA Movement Program - UPDATE

5. Next-Generation SAP Business Scenario Recommendations - NEW

6. Business Partner Model Adoption in Transition to SAP S/4HANA

Value of Support

SAP User Group Specific Offerings

1. SAP Globalization Services eBook - NEW

Discover the newly published SAP Globalization Services eBook and learn more about the services that SAP offers to support global projects.

Read the eBook

2. SAP S/4HANA Webinar eBook - NEW

Learn more about why and how to tackle the move to the Intelligent Core in our webinar eBook, covering various topics of interest for SAP customers in the context of SAP S/4HANA.

Read the eBook

SAP S/4HANA

3. **SAP S/4HANA Cloud 1908 Released to Customers**

This latest release of SAP S/4HANA Cloud delivers lots of new features and improvements that support the intelligent enterprise. Check the details and find some highlights of the SAP S/4HANA Cloud 1908 Release.

Read more

4. **SAP S/4HANA Movement Program - UPDATE**

After almost one year of running the SAP S/4HANA Movement program, changes gears and gets on speed. The main objective of the program is to assist installed SAP ERP customers in their move to SAP S/4HANA. The SAP User Groups members can benefit from the new SAP Tools & Services of the program to prove and unleash the real value of SAP S/4HANA.
Join the specially created SAP S/4HANA Movement Webinar Series and gain confidence for your SAP S/4HANA transformation journey!

Join the webinars   Read more

5. **Next-Generation SAP Business Scenario Recommendations for SAP S/4HANA - NEW**

Discover business improvements enabled by SAP Innovations:
SAP Business Scenario Recommendations for SAP S/4HANA (Next-Generation). The SAP Business Scenario Recommendations (BSR) report provides you with tailor-made insights to build your case for SAP S/4HANA. Starting on September 2nd 2019, the Next-Generation BSR is generally available.

Read more

6. **Business Partner Model Adoption in Transition to SAP S/4HANA**

Trusted enterprise master data is the foundation for efficient processes. The Business Partner model offers a powerful design to realize B2B2C scenarios. Discover how SAP ERP customers should adopt master data prior to their conversion journey to SAP S/4HANA.

Read more

Value of Support

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

    Are you set up for the future with the updated SAP Support Backbone Infrastructure? If not, act now and update your systems to stay connected to SAP as of January 1, 2020. Customers need to switch to the new infrastructure before the end of 2019 to ensure continuous connectivity. This includes updating SAP Solution Manager to SP09 as well as every other SAP system that has a direct connectivity to Support Backbone.

    Read more   Video is now available!

8. **New Next-Generation Support Overview is available**

    New Next-Generation Support Overview is available for download from sap.com. The overview provides information on the Next-Generation Support offerings and hyperlinks to more detailed information for each tool and service. You may download the asset via the link below.

    Download the brochure

9. **Incident Management Application Simplifies Your Incident Creation Process**

    SAP Product Support has conducted a series of customer interviews and surveys to continuously improve and simplify the customer support experience. The results are turned into design and will now further improve the entire incident creation process.

    Read more

10. Bringing B2C Principles to B2B Services and Support

Although the on-demand economy was born out of business-to-consumer (B2C) offerings, its principles are firmly rooted in the expectations of business-to-business (B2B) customers. This is especially important for support and services, which serve as a customer's main touchpoint with a vendor not only when issues arise, but in pursuit of continuous success.

Read more

11. 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**

Events

12. Highlights from Japan SAP Users' Group Focus 2019 Event

Japan SAP Users' Group (JSUG) Focus 2019, the biennial conference for SAP users in Japan, took place on July 19, 2019 with 700+ participants. The conference provided keynote session featuring SAP Strategy revealed at the SAPPHIRE NOW followed by great customer stories and panel discussions about key topics such as Digital Transformation. This conference provides a unique chance for collaboration among customers, SAP and partners in the region. Check the JSUG official Facebook site to get more impressions.

JSUG official Facebook site

Influencing

13. Customer Connection Projects

This Customer Connection project will focus on improvements of functionality and usability in the area of SAP ERP Sales & Distribution (SD). Please note that collection phase starts on September 24th.

SD Sales and Billing 2020 (starting on September 24)