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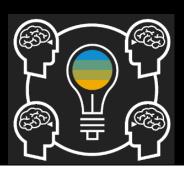
Knowledge Transfer Webinars for SAP User Groups

First Edition September 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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Experience Management

SAP and Qualtrics in the Experience Economy (October 08, 2019)

Learn about how Experience Management is enabled by the Intelligent Enterprise from SAP with industry-relevant Experience Management (XM) and X (experience data) + O (operational data) use cases. The session will feature an overview of the Qualtrics portfolio focused on CoreXM, Customer Experience and Employee Experience. **Read more**

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SAP S/4HANA

Part 1: SAP S/4HANA Movement – Everything You Need to Know (September 18, 2019)

The program "Join the SAP S/4HANA Movement" was launched almost a year ago and focuses on the installed base customers and the challenges they're facing when moving to SAP S/4HANA. Moving as much customers as possible to SAP S/4HANA is the main objective. This webinar is the first out of a series, in which you will get to

know the SAP S/4HANA Movement program itself, the customer journey behind and additionally, you will find out how your support can help to accelerate the adoption of SAP's installed base customers. **Read more**

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Part 2: SAP S/4HANA Movement – Make Your Case (September 24, 2019)

The creation of a customer's tailored SAP S/4HANA transformation plan is the starting point for a successful move to SAP S/4HANA. With the creation the customers get to know the concrete value of SAP S/4HANA for their business. To support the customers with the creation of their transformation plan, the program brings together the different value discovery tools and engagement approaches like the SAP S/4HANA Adoption Starter in "Make your Case". **Read more**

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Part 3: SAP S/4HANA Movement – Consider Your Options (October 01, 2019)

When customers want to move to SAP S/4HANA, they are facing two critical decisions: On-Premise or Cloud and new implementation or system conversion. These decisions are affected by customer's business objectives. In addition, the customers need to choose the deployment lead and methodology/framework they want to use for the execution of their SAP S/4HANA project. The program is supporting the customers by showing them the available options, methodologies and frameworks in "Consider your Options". **Read more**

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Part 4: SAP S/4HANA Movement – Build Your Future (October 08, 2019)

When customers have their transformation plan to SAP S/4HANA ready and also know where they want to go with SAP S/4HANA, it comes to execution. Here the customers can get completely lost in the large range of intelligent SAP execution tools. And the distinction between system conversion tools and new implementation tools makes it even more complicated. This is why the program makes the purpose and capabilities of the individual tools more obvious in "Build your Future". **Read more**

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🎓 SAP C/4HANA

SAP Training Cloud: Training in the Now - Get to Know SAP Training Cloud (September 03, 2019)

Join the team from SAP Litmos Training Cloud to learn why training has never been more valuable to your organization's success. Now, with experience-driven training you can prescribe targeted training to improve performance across key areas, including sales and service, to become a more customer-focused organization and reap the rewards of earning happier customers – loyalty, repeat purchases, and social advocacy. The time is now to focus on training! **Read more**

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SAP C/4HANA: Deep Dive Into Open Source Project "Kyma" (September 05, 2019)

Operations is one of the most important, but also underestimated topics in modern IT Infrastructures. In this webinar, we will walk through the 7 most important operational topics and how to manage them with the Open Source Project "Kyma".
Read more

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SAP Commerce Cloud: End-to-end Process for the delivery of Customer/Partner led Migrations (September 10, 2019)

SAP Commerce migrations transfer your existing SAP Commerce data and functionality to SAP Commerce Cloud (Public Cloud). There are many moving pieces to migrating Software, your database platform will change and your technical landscape may end up looking different. Ensure your data and functionality remain intact without incurring any performance degradation. Uncover the key steps towards migrating to SAP Commerce Cloud, embrace the challenge, increase your migration awareness and plan for success. **Read more**

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SAP Customer Data Cloud: How to use the latest Customer Data Cloud Innovations? (September 10, 2019)

Join us as the webinar series continues to teach you about SAP Customer Data Cloud. Learn directly from product experts. In this episode we will dive deeper into the latest innovations from Q2. We are going to dive into the essential "know before you start" insights, and implementation best practices. **Read more**

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SAP Cloud for Customer: What's new in 1908 for SAP Cloud Applications Studio & Development Best Practices (September 12, 2019)

The session will take you through the enhancements that were released in the August 2019 release and show how to use these enhancements in your Software Development Kit (SDK) solution. We'll also talk about some of the best practices around business objects, ABAP Scripting Language (ABSL) scripting and other content types in the SDK. **Read more**

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SAP Commerce Cloud: Mastering Cloud Hot Folders for use with SAP Commerce Cloud (September 19, 2019)

Cloud Hot Folders are a quick and efficient way of importing data into Commerce Cloud from Azure Blob storage. This webinar will walk you through the concept of Cloud Hot Folders, show you how to enable and configure them, and provide an overview of their file processing channels, custom-mapping features, and monitoring capabilities. **Read more**

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SAP Cloud for Customer: Ticket Overview and Configuration in SAP Service Cloud (September 19, 2019)

In this webinar, you will have a chance to see how the Ticket Configuration is performed in SAP Service Cloud – Customer Service. During the webinar, we will discuss Status Dictionary, Status Schemas, Ticket Document Types, and Ticket Digital Signatures. Additionally we will also present a demo as well as some FAQs about common behaviors around these topics. **Read more**

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SAP Marketing Cloud: Roadmap to Successful Digital Marketing Transformation (September 24, 2019)

Get an overview of services for SAP Marketing Cloud solution and discover how SAP can help you succeed in your marketing digital transformation project. Learn how our suite of services related to strategy, operations, technology, and project delivery excellence can help you achieve your marketing goals. **Read more**

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SAP Customer Data Cloud: How to engage with your Registered and Consented Customer Base? (October 01, 2019)

Join us as the webinar series continues to teach you about SAP Customer Data Cloud. Learn directly from product experts. In this episode we will dive deeper into how you build trusted relationships starting with the essential foundations of consent and preferences. We are going to dive into the essential "know before you start" insights, and implementation best practices. **Read more**

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SAP Customer Center of Expertise

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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SAP ONE Support Launchpad – Overview (September 10, 2019)

Launchpad Overview: The session will help the customer become more familiar with the SAP ONE Support Launchpad and its applications: search for SAP Documentation, Incidents, License Keys, Software Downloads and User Management. **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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Source-to-Pay: Transitioning Towards an Intelligent Spend Management (September 16, 2019)

Join this session to gain insights into the source-to-pay process spanning across SAP Ariba solutions, SAP S/4HANA Cloud, and other SAP solutions. Learn how data from suppliers and other sources is gathered along this process and how intelligent technologies can help you create better experiences, processes, and insights. **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**

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

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**

Deep-Dive into the SAP BI Platform Support Tool (October 10, 2019)

In this session, the tool's Product Owner will cover the latest innovations of the SAP Business Intelligence (BI) Platform Support Tool and provide a detailed overview on how to get the most out of this free supportability product. **Read more**

▶ Integration

Source-to-Pay: Transitioning Towards an Intelligent Spend Management (September 16, 2019)

Join this session to gain insights into the source-to-pay process spanning across SAP Ariba solutions, SAP S/4HANA Cloud, and other SAP solutions. Learn how data from suppliers and other sources is gathered along this process and how intelligent technologies can help you create better experiences, processes, and insights.

Read more

Integration Solution Advisor Methodology (October 09, 2019)

With cloud, mobile, and Internet of Things scenarios added to system landscapes, the scope of integration constantly increases. This session presents the Integration Solution Advisory Methodology (ISA-M) that helps enterprise and integration architects to shape their integration strategy. This webinar gives an overview on ISA-M including use cases on how ISA-M can be applied by enterprise architects in their organizations. In addition, we also give an overview on the CIO Guides for integration that provide related SAP technology recommendations. Finally, this blog outlines how to get access to the ISA-M Powerpoint template that we offer for interested customers and partners. **Read more**

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**

Road Maps

Road Map for SAP Digital Manufacturing Cloud (September 05, 2019)

Digital Manufacturing Cloud helps companies optimize performance, elevate production quality and efficiency, and ensure worker safety. Drawing on SAP's expertise in the Industrial Internet of Things (IIoT), predictive analytics and supply networks, the solution enables manufacturers to deploy Industry 4.0 technologies in the cloud. **Read more**

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. Amazon Web Services, Azure, Google Cloud Platform) 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: 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: Obtenha o Máximo dos Recursos de Suporte SAP – Portuguese Version (September 18, 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: Obtenga el Máximo de los recursos de soporte SAP – Spanish Version (September 19, 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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