

# Knowledge Transfer Webinars for SAP User Groups



**First Edition October 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



### 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 XM and X+O 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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## **Qualtrics Overview and Demonstration (October 22, 2019)**

Discover how Qualtrics can help your business close the experience gap and deliver results. The Qualtrics Experience Management Platform makes it easy to collect, understand and take action on experience (X) data. But how is the experience (X) data collected? How do I analyze the results? What if a customer has a bad experience? Together with SAP User Groups, we set up this session to provide clarity. [Read more](#)

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## **SAP's Next-Generation Benchmarking Tool (November 05, 2019)**

As organizations embark on their digital transformation journey, they are often faced with questions like “How do we start?” and “Which process areas do we prioritize?”. SAP's Next Generation Benchmarking helps you answer these questions and more! [Read more](#)

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## **SAP S/4HANA**

### **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 decision. On-Premise or Cloud and new implementation or system conversion. This decisions are affected by the customer's business objective. 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 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 Marketing Cloud: What’s New Series for 1908, 1911 (October 24, 2019)**

Join us and learn about the latest developments in SAP Marketing Cloud 1908. Get first-hand insights on new features and functions. [Read more](#)

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### **SAP Customer Center of Expertise**

#### **Knowledge Base Articles and Google Search (October 08, 2019)**

In this webinar we will talk about Knowledge Centered Service which is used in SAP Support to create customer centric documents. We explain Knowledge Based Articles and how to find them on external search engines like Google. [Read more](#)

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#### **Deep-Dive into the SAP Business Intelligence Platform Support Tool (October 10, 2019)**

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

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#### **Support by Product (October 15, 2019)**

Discover the benefits of the My Products application and the related Support by Product pages in the SAP ONE Support Launchpad. See what’s available today for you and hear what our plans are to enhance these features. We’ll also solicit your feedback and any requests you have for these applications. [Read more](#)

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#### **SAP Support - New and Improved Incident Creation Process is Waiting for You! (October 16, 2019)**

Discover how to make the best use of our new and improved incident creation process, redesigned user interface and key features. Making your support experience faster, more intuitive and easy to use, our enhanced incident creation workflow saves you time and effort with the new help functions and automated steps. [Read more](#)

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### **Integration**

## **Discover SAP's Integration Solution Advisory Methodology (ISA-M) (October 23, 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.

[Read more](#)

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## **What is SAP Cloud Platform Master Data Services? (October 24, 2019)**

Discover how SAP Cloud Platform Master Data Services would enable data management processes for diverse master data domains including application-agnostic and application-specific data in intelligent enterprise suite.

[Read more](#)

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## **Intelligent Business Process Management (October 29, 2019)**

This webinar will give participants an overview on Intelligent Business Process Management with SAP Cloud Platform and will furthermore cover services like Workflow, Business Rules and Process Visibility in SAP Cloud Platform.

The use of Conversational UX, process intelligence, experience management, intelligent automation will also be addressed. [Read more](#)

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## **Data Integration Aspects of the SAP Data Hub (November 07, 2019)**

In this webinar, you will get an overview of the SAP Data Hub and its capabilities. Moreover, you will have the opportunity to discover how it enables various data integration options. [Read more](#)

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## **Road Maps**

## **SAP Production Engineering and Operations (October 01, 2019)**

SAP S/4HANA Manufacturing for production engineering and operations is a separate on premise S/4HANA product extension expanding the S/4 Enterprise Management core discrete manufacturing capabilities. [Read more](#)

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## **Road Map for Consumer Products (October 17, 2019)**

See an intelligent enterprise come to life in an end-to-end consumer products scenario. Learn how advanced solutions in areas such as supply chain, manufacturing, and sales and marketing can help you achieve superior business results. [Read more](#)

