

# 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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## Customer Value Experience

### 1. SAP Business Scenario Recommendations - Now with Recommendations for SAP S/4HANA 1909

The SAP Business Scenario Recommendation reports will from now on include recommendations for SAP S/4HANA 1909. Specifically, customers will find Innovations highlighted as “NEW with SAP S/4HANA 1909” whenever the report recommends the respective SAP S/4HANA capabilities. Moreover, each report starts with a one-page overview of three major innovations in SAP S/4HANA 1909 and business performance insights and recommendations for asset management are now also being included (as sixth line of business). Find out more about it in the SAP Experts Podcast! ([OpenSAP/Apple/ Spotify/ Google](#)).

[Read more](#)



## Value of Support

## 2. 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](#)    [Check the Video](#)

## 3. SAP's Incident Solution Matching Further Improves Support Experience for SAP S/4HANA Cloud Customers



Artificial intelligence-driven Incident Solution Matching service now further improves the customer support experience by adding additional data sources to solution recommendations for SAP S/4HANA Cloud. This enhancement optimizes the process of finding answers more easily. The machine learning service automatically recommends solutions not only from SAP Notes and SAP Knowledge Base Article documents, but also from SAP Help Portal, roadmap viewer, and SAP Fiori apps reference library when the incident is related to SAP S/4HANA Cloud. The recommendations are based on the incident data in the incident creation form and the view or edit form of open incidents. Start using Incident Solution Matching now to find your answers in one quick step.

[Read more](#)

## 4. The Journey to Autonomous Support Through Artificial Intelligence (AI)



We have all heard of “automated” support features, but as artificial intelligence (AI) has continued to advance, the support landscape is shifting to focus on the possibility of “autonomous” support. What exactly is the difference? Jens Trotzky, Head of Artificial Intelligence Technology for SAP Support, discusses the role of AI in the development of autonomous support, and how SAP innovation is helping to make it a reality.

[Read more](#)

## 5. Introducing a New Welcome Area on the SAP Support Portal

The Head of Product Support, Mohammed Ajouz would like to introduce you to a **dedicated section of the SAP Support Portal**, welcoming you to support. In this section, recommended resources beginning your journey with support are outlined, accessible to you anywhere, any time and on any channel.

[Read more](#)



## 6. 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

### 7. TechEd 2019: What Happened in Vegas isn't Staying in Vegas!

Demonstrating the strong collaboration between SAP and ASUG (Americas' SAP Users' Group), ASUG CEO, Geoff Scott kicked off TechEd 2019 in Las Vegas. Geoff cited the vast amount of content delivered at the 13th annual event and how it can help customers gain closer and more informed relationships with their own customers. Just as ASUG is committed to its members getting the most from their SAP investment, TechEd delivered a week of sessions around hot topics like innovation, integration and roadmaps designed to do the exact same thing. After stressing the importance of building networks at the event, Geoff encouraged everyone to take full advantage of all the week had to offer and provided a warm introduction to SAP's Chief Technology Officer, Juergen Mueller. And, as Juregen began his keynote, he summed up the very foundation of the incredible importance of our User Group Community -- if SAP users are successful, SAP is successful!

[Check the Video](#)



### 8. Recap: FINUG Annual Conference 2019

FINUG Annual Conference in Helsinki on October 17th was a great success for the User Group and its members. The agenda offered a



broad variety of topics such as customers talking about their journey to SAP S/4HANA, SAP experts outlining new technologies such as Intelligent Process Automation, and partners explaining how they add value to the SAP environment.

[Read more \(in Finnish\)](#)

## 9. Recap: INDUS Conclave 2019

INDUS hosted the annual conclave, with more than 100 IT executives from about 75 organizations, in Mumbai on October 17th. The keynotes with the focus on digital transformation were delivered by industry stalwarts like VS Parthasarathy, who is the Group CFO & Group CIO of one of the largest conglomerates in India (Mahindra & Mahindra Ltd) and CN Ram (Ex Group CIO of Essar Group and the first CIO of HDFC Bank), who has had a significant impact on many reforms carried out by Reserve Bank of India in the banking sector. Stefan Steinle, Head of SAP Globalization Services, emphasized in his SAP keynote the important role of User Groups in making SAP customers successful.

The new format of the event was well received by the attendees, that were able to reflect and share their experiences on the digital transformation journey and discuss the challenges of this journey.

[Read more](#)



## 10. SAP User Group in Hong Kong turns 20

The Hong Kong SAP User Group (SUG) has grown since its founding in 1999 and become a vibrant community with many events throughout the year. Currently the SAP User Group has nearly 50 member companies representing hundreds of individual SAP users in Hong Kong.

[Read more](#)



## 11. SBN Conference 2019 with Record Attendance

The Norway SAP User Group (SBN) Conference took place on October 23-24 in Oslo, setting a new participant record! The event was incredibly successful with many experts, partners and customers exchanging and addressing customer pain points. Set-up around different content streams such as Innovation and Technology, Finance and Analytics, HR and Remuneration, Logistics, and



Lead2Cash, the conference allowed participants to focus on their area of expertise and interest.

[Read more](#)

## 12. ASUG and SAP Solution Manager Summit 2019, North America

The third annual ASUG and SAP Solution Manager Summit is returning to Newtown Square, PA, on November 5-7, 2019. This year's summit features in-depth education on ways to empower your organization with a modern and intelligent application lifecycle management (ALM) portfolio. We invite you to join us for three days of education, networking, live demonstrations, one-on-one time with SAP Solution Manager experts and partners, and more.



[Read more](#)

## 13. SAP Solution Manager Education Summit 2019

The 2019 SAP Solution Manager Education Summit focuses on innovation in SAP application lifecycle management and will help on your journey in becoming an intelligent enterprise. Take advantage of the SAP experts are happy to support you in realizing the next steps in your SAP application lifecycle management strategy. Plan today and join at the 2019 SAP Solution Manager Education Summit in your region!



[Read more](#)

## openSAP

### 14. SAP Model Company – Free Online Course

SAP Model Company is a pre-packaged, ready-to-use, end-to-end reference solution for SAP S/4HANA, SAP C/4HANA, or SAP SuccessFactors, tailored to a specific industry or line of business. In this course, you'll get to know the SAP Model Company concept, architecture, and different deployment options. You'll learn how the ready-to-use, preconfigured processes of SAP Model Company services can be used to accelerate an SAP solution deployment as well as SAP implementation projects. The course starts January 14, 2020 and enrollment is now open.



[Open the course](#)

# Influencing

## 15. Update on the SAP Influencing Programs

SAP has five main customer influence programs. The SAP Customer Engagement Initiative asks for ideas during the development process. The SAP Beta Testing program allows customers weigh-in on a new product before its release. The SAP Early Adopter Care program helps to deploy new innovations ahead of the competition. The SAP Customer Connection program gives an easy way to request enhancements post go-live and you can search for delivered improvements in the SAP Improvement Finder. The SAP Continuous Influence provides you with the opportunity to suggest improvements on SAP products directly to the development teams.

[Read more](#)



## 16. SAP Customer Connection

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 ends on November 8th.

[SD Sales and Billing 2020 \(collect ends on November 8\)](#)

