

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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SAP User Group Offerings

1. SAP Globalization Services eBook - UPDATE

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

[Read more](#)



2. SAP S/4HANA - Deep Dives Workshops for the Dutch SAP User Group

Is your current ERP system able to lead your company into the next century? In highly interactive sessions, helping the workshop participants discover if, WHY and HOW their companies should move to SAP S/4HANA, William 'Bill' Bowers, Global Vice President SAP S/4HANA Go-To-Market & Solution Management, explained companies need to analyze their ERP system closely to ensure their ERP system will keep them competitive for the next decades.

[Read more in Dutch](#)



Customer Value Experience

3. ASUG CEO Geoff Scott Talks About the SAP Business Scenario Recommendations Report for SAP S/4HANA

Find out how to drive forward the business case for moving from SAP ERP to SAP S/4HANA and inform business stakeholders and executives about the benefits of SAP S/4HANA supported by the SAP Business Scenario Recommendations report. Learn more about the report in the SAP Experts Podcast! ([OpenSAP](#)/ [Apple](#)/ [Spotify](#)/ [Google](#)).

[Check the Video](#) [Read more](#)



SAP S/4HANA

4. SAP S/4HANA Cloud 1911 Release: The Intelligent Enterprise Meets the Experience Economy

Becoming an intelligent enterprise in the experience economy is a journey, and it will take most organizations several years to achieve the full expected potential. The progress that SAP continues to make with the SAP S/4HANA Cloud 1911 release brings that promise closer than ever.

[Check the Video](#) [Read more](#)



Value of Support

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

The deadline for the update of the SAP Support Backbone Infrastructure is getting closer. 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. Follow the instructions of [Backbone Update Guide](#) and act now to update your systems to stay connected to SAP as of January 1, 2020. You have the opportunity to learn more about how to stay connected in our upcoming [live webinar](#) on December 11.

[Read more](#)



6. SAP Notes and SAP Knowledge Base Articles now available in Chinese, Spanish and French

SAP offers automatic translation for SAP Notes and SAP Knowledge Base Articles (KBAs) in SAP ONE Support Launchpad. Customers get fast, machine-generated translations at the click of a button and at no additional cost. Now, in addition to Japanese and Portuguese (Brazil), we have added machine translations for Chinese, Spanish and French. Additional languages will be coming soon.

[Read more](#)



7. SAP Launches Schedule a Manager for High-Priority Incidents (Limited Availability Pilot)

Starting with a pilot phase on November 18, 2019, schedule a manager will be available in the SAP ONE Support Launchpad for high-priority incidents that fulfill certain business rules. Engage directly with a manager from the Product Support organization to receive help on your high-priority incidents, to prevent or manage a potential service exception.

[Read more](#)



8. Next-Generation Support: Optimized Incident Creation

Optimized Incident Creation explained in 2 minutes! Watch the video and learn, how the improved incident creation application from SAP Digital Business Services helps you get fast solutions to technical issues. Benefit from an intuitive incident form, targeted improved selection and search, a guided support assistant, enhanced component selection, and more. The video provides a concise overview of the improvements.

[Read more](#)



9. How Optimized Incident Creation Helps Improve the Customer Support Experience

John Bowley, launchpad incident management product owner for SAP Customer Success Services, revealed how he and his team identified the most important aspects to improve the customer experience within in the incident creation process. Bowley also shared which customer feedback they collected before and after the improvements went live. Learn more about the new and improved incident creation process in John's [recorded webinar](#).



[Read more](#)

10. 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

11. CSUA Annual Conference 2019: Building a Win-Win Platform Together

China SAP Users Association – CSUA held its 7th annual conference in Shanghai last month. Just as CSUA is committed to its members getting the most from their SAP investment, the CSUA annual conference delivered rich customer sharing sessions and expert sessions around hot topics like localization and globalization, digital transformation, S/4HANA Move, cloud ERP, group enterprise integration, SuccessFactors, intelligent finance, MaxAttention and many more. SAP senior executives from Globalization Services, SAP China, and Digital Business Services, were invited to give keynotes, highlighting SAP strategies from global, and for China - SAP users and SAP grow together, and win together! The CSUA Golden-Dragon Award was finally announced and presented to the most innovative and exemplary customer projects. The shortlisted winning projects published through the CSUA WeChat, have drawn 40,000 user visits to witness SAP's versatility in creative business scenarios across various industries.



[Read more in Chinese](#)

12. Successful SUGEN F2F Meeting November 2019

The SAP User Group Executive Network (SUGEN) met in Walldorf and Heidelberg on November 12-14, 2019. With 46 representatives joining from 19 User Groups from all over the world, the biggest-ever meeting focused on exchanging User Group best practices, discussing with SAP executives, and brainstorming how to provide the greatest value-add to User Group members. The event was a



full-on success with valuable insights for SAP as well. The SUGEN Digest with a more detailed description of the different days will be sent out early December.

[Read more](#)

13. Recap: SAPSA Impuls 2019

SAPSA hosted their 29th Annual conference in Stockholm on the 5th-6th November 2019. The conference was a huge success with a record of 820 participants including both IT and business, and 60 % of the participants were from customers. The conference consisted of 8 parallel tracks. There were 100 individual sessions and 50% were hosted by customers. SAPSA had 36 partners as sponsors including SAP Ariba, Concur, Fieldglass, and SuccessFactors.

[Read more in Swedish](#)



14. High Number of Visitors at the GUPS Booth at SAP Now 2019

'The Intelligent User Group' was the title of the Italian SAP User Group (GUPS) booth at SAP NOW in Milan on October 16. GUPS, the Italian User Group, had a very active role at SAP NOW 2019. Due to GUPS being mentioned during the keynote, their booth being situated right at the entrance and their panel discussion during the event, Giuseppe Marconi, Founder and Board Member of the User Group, as well Francesca Gatti, Head of back office and all the other Board Members were extremely busy answering questions visitors of SAP Now had regarding the vision, mission and activities of the User Group.

[Read more in Italian](#)



15. 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

16. New Format: openSAP Microlearning

Discover the new openSAP format Microlearning, giving you the opportunity to broaden your knowledge by using self-contained videos to get a flavor of a topic or simply to complement your existing knowledge.

[Read more](#)

