Knowledge Transfer Webinars
for SAP User Groups

Second Edition December 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).**

As the year is coming to an end, we would like to say thank you to all User Groups for the close and successful cooperation!

We wish you all a joyous holiday season and a happy new year!

Sincerely,

Your Global SAP User Groups Organization.

 In this Issue:

SAP Customer Center of Expertise (Customer COE)

What You Should know about Influencing SAP Software Development Decisions
(January 21, English / German, 2020)

Description

SAP Customer Center of Expertise

What You Should know about Influencing SAP Software Development Decisions (January 21, 2020)

SAP offers a range of programs that give customers the opportunity to influence SAP software development decisions and adopt new innovations early on.

Get an overview about SAP´s influence channels. Learn how you can shape your current and future SAP solutions.
Read more (English) / **Read more (German)**

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How AI Drives Your Incident Management and Incident Creation Processes (January 30, 2020)

SAP's incident management process has been considerably optimized and simplified by AI and machine learning technologies. For example, as a part of our machine learning–empowered support processes, solutions are automatically proposed within the incident creation form within SAP ONE Support Launchpad so customers can find relevant SAP Notes and SAP Knowledge Base Articles quickly without searching manually. This webinar will provide you an overview on the AI driven processes and how the customer support experience has been improved by implementing AI technology and machine learning. Join the session and discuss your questions with our AI experts. **Read more**

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Integration

What's New - SAP Cloud Platform Integration Suite – Monthly Update (December 19, AM / PM, 2019)

SAP Cloud Platform Integration Suite is SAP's strategic integration platform. It helps simplify integration by connecting people, processes, data, and devices worldwide while supporting a wide variety of integration approaches. You can take advantage of our out-of-the-box integration features for SAP integrations or use the Integration Suite to accelerate end-to-end integration scenarios across heterogeneous and hybrid landscapes. In this session we will provide an update on the key capabilities and latest enhancements for all services under SAP Cloud Platform Integration Suite. **Read more (AM) / Read more (PM)**

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Cloud Integration Automation Service: How to Transform Scenario Integration Into an Automated Workflow (January 23, 2020)

Scenario Integration in a hybrid landscape or in a cloud-to-cloud landscape is difficult. Today we provide documents to our customers to do the integration in their cloud or hybrid environment.
In the future this will be replaced with workflows with automated steps for the configuration. We have scenario descriptions ready and running as workflows. See how it works and get a glimpse into the future of scenario integration.
Read more

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Integration Monitoring via Focused Run for SAP Solution Manager (FRUN) (January 28, 2020)

Target of Integration Monitoring is to bring transparency in the data exchange processes. It shall unify the user experience of the different integration technologies by providing a common look-and-feel as well as handling independently whether we are dealing with peer-to-peer interfaces or orchestration platforms. Integration Monitoring is offered with the cloud-based operation platform SAP Cloud ALM for Operations (CRUN) and the on-prem based operation platform Focused Run for SAP Solution Manager (FRUN). Our clear target to pick-up our customers at the point, there they are. Following the solution gravity of the customer we provide for cloud centric customers also the operation platform in the cloud and for on-prem centric customers their operation platform also on-prem. In this Webinar, we will demo the Integration Monitoring via Focused Run for SAP Solution Manager (FRUN). **Read more**

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