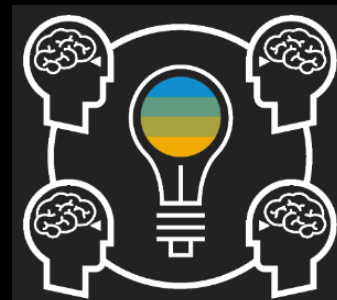


Knowledge Transfer Webinars for SAP User Groups



First Edition January 2020

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 \(Knowledge For You\)](#).

We wish you all a prosperous and 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
\(January 21, English / German, 2020\)](#)

[How AI Drives Your Incident Management and Incident Creation Processes \(January 30, 2020\)](#)

[Schedule a Manager – Try Our New Product Support Channel for High Priority Incidents \(February 20, 2020\)](#)

Integration

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

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

[Introduction Monitoring via SAP Cloud ALM for Operations \(CRUN\) \(February 11, 2020\)](#)

[Introduction to SAP HANA Streaming Analytics \(February 13, 2020\)](#)

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 \(German\)](#)

.....

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](#)

.....

Schedule a Manager – Try Our New Product Support Channel for High Priority Incidents (February 20, 2020)

“Schedule a Manager” is the newest offering in SAP's real-time support channels, giving customers the ability to schedule a 15-minute call with a Product Support manager for high-priority incidents.

The service provides enhanced communication opportunities for our customers by speaking directly to a manager who can help address service exceptions, being experienced on high incidents. In this webinar, you will learn about SAP's

new real-time support channel 'Schedule a Manager' and discover when and how to access the service, as well as realize the benefits for your organization. [Read more](#)

Integration

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](#)

.....

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](#)

.....

Introduction Monitoring via SAP Cloud ALM for Operations (CRUN) (February 11, 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 SAP Cloud ALM for Operations (CRUN). [Read more](#)

.....

Introduction to SAP HANA Streaming Analytics (February 13, 2020)

Learn how SAP HANA streaming analytics enables customers to process huge data volumes in IoT scenarios, ensuring the important events are acted on immediately while prioritizing the flow of high-value, relevant data and information into SAP HANA storage and redirecting lower-value, status quo or audit trail data to less expensive storage. As a fully integrated SAP HANA capability, SAP HANA streaming analytics is ideally suited to apply complex event processing to combined business and operational data in real time. [Read more](#)

.....