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.

Kind regards,

Your Global SAP User Groups Organization

In this Issue:

SAP User Group Offerings

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1. **SAP S/4HANA Movement eBook - NEW**

Learn more about the **SAP S/4HANA Movement Program**, enabling SAP customers to manage a seamless transition to SAP's Intelligent ERP, with the help of packaged tools and services. Discover the program's different pillars in our new webinar eBook.

Read more   Overview of eBooks

2. **SAP Digital Access eBook - NEW**

The technology landscape and how customers consume and use SAP software has undergone dramatic changes. Digital access is a new concept to handle various types of software usage. Discover all you need to know how SAP handles this concept in the newly created eBook.

Read more   Overview of eBooks

3. **Industries in the Intelligent Enterprise eBook - NEW**

Don't miss the opportunity to discover how your organization can be transformed into an intelligent enterprise in its respective industry. Learn more in our recently published eBook.

Read more   Overview of eBooks

SAP S/4HANA

4. **Mapping Your Journey to SAP S/4HANA - UPDATED**

An increasing number of customers are asking for guidance on how to start the journey to the new digital core. That's why SAP product teams, subject-matter experts, and consultants – in collaboration with **ASUG** (Americas' SAP User Group) and **DSAG** (the German-speaking SAP User Group) composed a paper as a very practical, condensed, down-to-earth guide for executives, project managers, decision-makers, and senior IT leadership. Discover **the just recently updated version** of the SAP S/4HANA "Manifesto":

Read more

5. **Move to SAP S/4HANA: Never Too Late to Start**

Technology implementation matters – just not for the reasons you may think. A well-managed project may result in expected outcomes, but its impact on the long-term health of your business is what delivers the greatest promise. SAP has the tools you need to build such a lasting future.
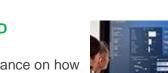
Read more

Value of Support

6. **New Handling Rules for SAP Support User (S-User)**

Starting around mid-2020, S-user IDs required to access certain SAP webpages, will come with an expiry date that administrators can easily extend. Super, cloud and user administrators are not affected, neither are Partner Security Managers and Technical Communication Users.

Read more

7. **Transforming Employee and Customer Experiences with SAP Conversational AI Chatbots**

Discover how **SAP Conversational AI**, the end-to-end bot building platform combined with a powerful digital assistant, will help you to improve the productivity of your employees, your customer retention and revenue.

User can easily leverage training, building, connecting and monitoring capabilities of the platform and build intelligent chatbots in one unique interface, natively integrated with SAP solutions. Learn more in our upcoming webinars (**English**/**Spanish**).

Read more

8. **What's in Store for 2020 with Machine Learning in Support?**

Jens Trotzky, Head of Artificial Intelligence Technology for SAP's Customer Success Services, shares what he and his team have achieved in automated support and what they are looking forward to in 2020.

Read more

9. **Intelligent Swarming: How Collaboration Can Enhance Customer Service**

SAP recently introduced Intelligent SwarmingSM, a collaborative support model that helps address issues around incident response time and sending customers incidents back and forth between agents, or ping-ponging, both of which have frequently delayed incident resolution in the past.

Read more

10. SAP Notes and SAP Knowledge Base Articles now available in Korean, Russian and Italian

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 in their preferred language and at no additional cost. Now, in addition to Japanese, Portuguese (Brazilian), Spanish, French and Simplified Chinese, we have added machine translations for Korean, Russian and Italian. Learn more in our **webinar** on March 19th.

Read more

11. Evolving the Learning Experience to Create Happy Users

SAP customers expect us to keep them up to date with current advancements in SAP solutions in order to help ensure that they are confident in their expertise and knowledge of the latest technologies. Alongside selling tools and solutions to help customers with their digital transformations, SAP must continue to offer tailored training and learning that keeps customers one step ahead while also promoting user happiness.

Read more

12. 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   Latin America   North America

13. Schedule a Manager for High-Priority Incidents: Now Available for All SAP Solutions

Schedule a Manager is SAP's newest live support service that enables you to speak directly with a support manager on your high-priority incidents. Don't miss the opportunity to discover this new offering in our **webinar** on February 20th.

Read more

Influencing

14. SAP Customer Connection

This Customer Connection projects will focus on improvements of functionalities and usability in the areas of **CRM**, **SAP Identity Management** and **SAP GRC** (Process Control & Risk Management). Please note that collect phase ends in February, March and April.