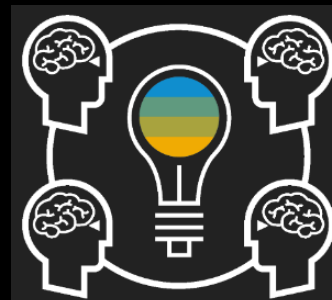


# Knowledge Transfer Webinars for SAP User Groups



**Second Edition March 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 \(Knowledge For You\)](#).

With Covid-19 challenging businesses, travel and on-site events, virtual offerings are becoming even more important. Find out about online events via the [SAP Event Finder](#).

**Sincerely,**

**Your Global SAP User Groups Organization.**

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## **Description**

## Integration

## **SAP Cloud Platform Integration Suite - Monthly Update - AM**

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 webinar, we will provide an update on the key capabilities and latest enhancements released for SAP Cloud Platform Integration Suite. [Read more](#)

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## **SAP Cloud Platform Integration Suite - Monthly Update - PM**

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In this webinar, we will provide an update on the key capabilities and latest enhancements released for SAP Cloud Platform Integration Suite. [Read more](#)

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## **SAP S/4HANA Transformation Journey: The Value of SAP HANA Enterprise Cloud (April 16, 2020)**

With the intelligent enterprise as the destination, SAP HANA Enterprise Cloud (SAP HEC) is your fastest path. SAP HEC is a fully scalable and secure cloud offering only available from SAP, providing the customer with the full power of SAP S/4HANA in a flexible, secure, and scalable private cloud, managed cloud environment that is supported from infrastructure to applications. SAP HEC is an integral part of the overall SAP cloud portfolio that also includes powerful public cloud applications. Our full portfolio gives business executives the ability to manage their core business with increased agility, while bringing more than 40 years of experience in managing business processes. [Read more](#)

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## **Discover SAP Intelligent Robotic Process Automation as Integration Tool (April 23, 2020)**

In the digital economy, there is a disruptive trend in the way work gets done and processes getting executed. With high cost saving and value generation potentials, robotic process automation revolutionizes high-volume, highly-transactional, repetitive manual processes by emulating humans with software bots.

This webinar will introduce you to SAP's Intelligent Robotic Process Automation solution, exploring its capabilities, first automation use cases and the roadmap on how SAP plans to spearhead the intelligent process automation journey.

[Read more](#)

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## **SAP S/4HANA**

### **Expert Chat: Mainstream Maintenance for SAP Business Suite 7 and SAP S/4HANA (April 02, 2020)**

On February 4th, 2020, SAP announced a maintenance availability commitment for SAP S/4HANA until the end of 2040. At the same time, SAP extended the mainstream maintenance availability period for SAP Business Suite 7 core applications until end of 2027, followed by optional extended maintenance until the end of 2030.

In this interactive webcast, we will shed light on the announcement in more detail, and you will get the chance to have your questions answered by SAP experts in a Q&A. [Read more](#)

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## **SAP Customer Center of Expertise**

### **Incident Management (April 01, 2020)**

The purpose of this webinar is to help improve the quality of the incidents being created and generally enhance your support experience with SAP. [Read more](#)

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### **Automatic Translation for SAP Notes and SAP Knowledge Base Articles (April 02, 2020)**

Discover our new automatic translation feature, available for SAP Notes and Knowledge Base Articles, in 8 languages at the click of a button.

Why attend? Find out how to use the new automatic translation feature to give you fast access to SAP Notes and Knowledge Base Articles (KBAs) in your preferred language. Learn how to submit feedback and get the opportunity to ask any questions you may have regarding the translation process. [Read more](#)

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### **SAP Preferred Success: Transform Your Business at Speed in the Cloud (April 07, 2020)**

Be informed how SAP Preferred Success helps you to achieve optimal adoption of cloud solutions while leading to faster business results. SAP Preferred Success services can help you simplify and optimize the cloud solution experience, while helping you take advantage of the latest technology innovations. [Read more](#)

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### **New Product Support Channel: 'Ask an Expert Peer' for SAP SuccessFactors (April 09, 2020)**

Take advantage of a peer-to-peer platform to gain a direct line to qualified experts in your field, outside of SAP. With the Ask an Expert Peer service, you can get answers to your technical questions related to your implementation of SAP SuccessFactors Solutions and achieve fast issue resolution for your basic inquiries and low- or medium-priority incidents.

Key Takeaways:

- Understand the key concept of SAP Support’s new channel Ask an Expert Peer
- Discover scope and capabilities
- Experience the benefits for your SAP SuccessFactors Solutions

[Read more](#)

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**User Expert Chat to Solve Your Technical Problems (April 14, 2020)**

Discover the SAP Next-Generation Support real-time channel Expert Chat and how it can help you implement and operate your SAP solutions, in any deployment model. [Expert Chat](#) is a live chat service best suited for new medium or high priority issues. It instantly connects you to SAP technical support experts. Real-time interaction with screen sharing creates a faster and more direct route to issue resolution, which improves customer satisfaction while reducing project and operational costs. It’s available for all support levels and almost all solutions – at no additional cost. [Read more](#)

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**SAP ONE Support Launchpad Overview (April 22, 2020)**

Learn how to best utilize search tools, reporting an incident, generate license keys, download software and user management

The session will help the customer become more familiar with the SAP ONE Support Launchpad and its applications: Search for documentation, Incidents, License Keys, Software Download and User Management. [Read more](#)

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**The Customer Portal of SAP (March 19, 2020)**

**Overview**

You are waiting for a digital place at SAP that knows you and our product portfolio? A place you can always go to, to find the information you need to take action? You don’t need to wait any longer: It’s SAP for Me and it is there.

In this session, you will learn more about its capabilities, benefits and the future direction. [Read more](#)

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**SAP Universal ID-A key foundation of SAP for Me (March 25, 2020)**

**Users & Contacts**

SAP Universal ID (UID) serves our vision to enable a centralized user management concept that supports a unified login experience and one authorization concept across all SAP platforms.

Learn more about SAP Universal ID, how you can get your own UID and how SAP is going to expand its scope.

[Read more](#)

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## **Finance & legal aspects in SAP for Me – Finance & Legal (March 30, 2020)**

### **Finance & Legal**

You need more transparency across your purchased SAP product portfolio and its financial aspects.

What are the licensed materials you have ordered and how is the current consumption?

In this session you will learn how SAP for Me provides that insight and which additional functionality will be released.

[Read more](#)

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## **Context-driven knowledge & learning with SAP for Me – Knowledge & Learning (April 16, 2020)**

### **Knowledge & Learning**

Learning is a continuous process to ensure best knowledge for your employees. Being in charge of enabling your users, you need to know which learning and knowledge is available. As a user, you need to keep your learning progress and achievements under control. In this session, you will learn how SAP for Me helps you in both aspects. [Read more](#)

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## **Transparency on systems & provisioning with SAP for Me – Systems & Provisioning (April 23, 2020)**

### **Systems & Provisioning**

What are the systems behind your purchased SAP products? What is their status, what was their availability and which systems are in the provisioning pipeline? SAP for Me helps you with this questions and this session will explain how. In this session, you will also learn, how we are going to extend SAP for Me to provide even more transparency over time.

[Read more](#)

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## **Other Languages**

### **Customer Center of Expertise: Getting started with Support (Portuguese) (March 18, 2020)**

Neste Webinar, você conhecerá mais sobre os recursos de suporte disponíveis para você como um cliente SAP. Conheça a variedade de ferramentas e recursos a sua disposição, além de entender melhor como funciona a organização de suporte. O objetivo é fornecer as informações de que você precisa para engajar-se com sucesso com nossa organização e obter o máximo proveito dos serviços oferecidos. [Read more](#)

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## **Getting started with Support (Spanish) (March 19, 2020)**

En este Webinar, usted aprenderá más sobre las funciones de soporte disponibles para usted como cliente de SAP. Conozca la variedad de herramientas y recursos a su disposición, y comprenda mejor cómo funciona la organización de Soporte. El objetivo es proporcionar la información que necesita para participar con éxito en nuestra organización y aprovechar al máximo los servicios ofrecidos. [Read more](#)

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## **Transforme la experiencia de sus clientes y empleados con SAP Conversational AI (26 de marzo, 2020)**

Los chatbots o asistentes inteligentes están creciendo en el mundo de manera colosal. Se espera que el 67% de las personas utilicen sistemas de mensajería en las empresas en los próximos dos años y más del 85% de las interacciones cliente-empresa sean manejadas por robots para el año 2020, esta gran revolución impacta a dos de sus audiencias más importantes: clientes y empleados. Es hora de actuar ahora!

Descubra cómo SAP Conversational AI, la plataforma integral para diseño, análisis y control de asistentes digitales (chatbots), combinada con un potente asistente digital, le ayudará a mejorar la productividad de sus empleados, la retención de sus clientes y los ingresos. Además como le permite incorporar de manera fácil, capacidades de inteligencia artificial en su empresa. [Lea más](#)

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## **Incident Management (French) (March 31, 2020)**

Best practices for incident creation and enabling you to get the best out of your support from SAP. Incident Management info session will help to improve the quality of incidents being created and generally enhance your support experience with SAP. The aim is that you will all understand the SAP processes that you are expected to follow to get the best results from your SAP engagement. [Read more](#)

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