

## 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 strategic topics, current knowledge offerings, events and influencing initiatives. The SAP User Group Specific Offerings section is specially dedicated to the current knowledge assets like [webinars](#), [workshops](#), [guides](#) and [eBooks](#).

We recently expanded our existing offering with [virtual and interactive communication formats](#) including virtual workshops, virtual showdowns, virtual knowledge bites, virtual panel discussions and many more.

Feel free to share with your User Group members.

Kind regards,

Your Global SAP User Groups Organization

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## COVID-19 News: SAP Leadership Voice

### 1. SAP Co-CEOs to Customers: Together We Will Persevere

How COVID-19 crisis and extraordinary changes connected with it influence SAP and our customers? Read how SAP ensures business continuity for the customers and learn what SAP co-CEOs prioritize in those challenging times.



[Read more](#)      [Customer Letter](#)

## COVID-19 News: SAP Practical Help and Free Offerings

### 2. Practical Help to Tackle COVID-19 Disruptions

In this time of uncertainty, SAP is opening access to technologies that can help employees, companies, communities, and governments continue to move forward. Learn more about the available offerings.



[Read more](#)

### 3. SAP Addresses Supply Chain and Business Travel Disruption

SAP reassured its very clear purpose: to help the world run better and improve people's lives. Right now, more than ever, SAP is leading through our purpose. SAP is uniquely positioned to have a significant impact on businesses at a time where supply chain and business travel disruption is very real. Please check on the following offerings that SAP made available immediately, at no additional cost.



[Read more](#)

## COVID-19 News: Showcase Technology

### 4. Airlift Operation: How Technology Helps Bring German Citizens Home

Many German citizens abroad are currently struggling to get back home due to the COVID-19 pandemic. The Federal Foreign Office of Germany introduced a program to help them return home safely. SAP was able to build an application on the SAP Cloud Platform and set it live in less than 24 hours. The program "COVID-19



Rückholprogramm" is now live and continue supporting thousands of citizens to get back home.

[Read more](#)

## SAP S/4HANA

### 5. Get Started Now with the Renewed SAP S/4HANA Adoption Starter Engagement

Join the weekly [introductory webinars](#) about the [renewed SAP S/4HANA Adoption Starter Program](#), that has been designed in collaboration with DSAG (the German-speaking SAP User Group). With the help of the Adoption Starter Engagement, you have the opportunity to build your roadmap within 6 weeks, in order to manage a successful transition from SAP ERP to SAP S/4HANA. Learn more about its different pillars in [this Youtube playlist](#) consisting of short videos.

[Read more](#)



### 6. Custom Extensions in SAP S/4HANA Implementations - A Practical Guide for Senior IT Leadership

Learn the key concepts for extending SAP solutions and how to leverage new technologies in your SAP S/4HANA projects. Read how to handle custom code during a system conversion and get practical advice for running a new implementation of SAP S/4HANA. Explore architectural patterns for building custom extensions for SAP S/4HANA.

[Read more](#)



## Value of Support

### 7. How SAP is Humanizing the Product Support Customer Experience

In a business world obsessed with automation, a humanized approach could easily be overlooked, especially when it comes to customer support. There are so many benefits of automation in support, but it is more important than ever to look at humanizing the customer experience. Learn more in our [webinar recording](#).

[Read more](#)



## 8. Product Support Accreditation Program: Make the Best Out of Interactions with Product Support

SAP has the right approach to support customers to find answers faster, improve support interactions, and increase efficiency and productivity. Try the Product Support Accreditation program and gain an overview of all channels, initiatives, and best practices from Product Support. Learn more about it in our upcoming Knowledge Transfer webinars ([English/ Spanish](#)).

[Read more](#)



## 9. Why Maintenance Commitments are Critical for Long-Term Transformation

Since SAP extended maintenance for SAP S/4HANA until 2040 and for core applications of SAP Business Suite 7 until the end of 2027 with an option to extend until 2030, many people have inquired about the importance of such commitments. Why would SAP – or any provider for that matter – promise to support existing software for such long time frames, at a time when technology is continuously evolving at an accelerating pace? Learn more in the [upcoming Expert Chat: Mainstream Maintenance by Jens Bernotat](#)

[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](#) [Latin America](#) [North America](#)



## Events

### 11. Cloud Platform Design & Innovation Day in Italy Goes Virtual

SAP Italy and the Italian SAP User Group (GUPS) are among the first to adapt virtual event formats to these challenging times. The SAP Cloud Platform Design & Innovation Day, initially delivered as an on-site event on February 25, has now been offered one month later as a virtual series, spreading the content over 3 days.

It was a perfect example of a virtual event with all presenters in home office and different qualities of internet bandwidths. Network crashes were used as opportunities for participants to ask questions or provide additional information. Over 400 participants joined the first



and the second day. Similar participation is expected for the sessions on the last day.

[Read more](#)

## 12. SAP Enterprise Support Virtual Day

On Wednesday April 1, 2020, SAP Enterprise Support is inviting all SAP Enterprise Support customers to attend it's 6th consecutive annual virtual event, this year boasting exclusive expert insights on how to adopt SAP S/4HANA as their foundational basis in becoming an intelligent enterprise. This year all sessions will be held live in English with global accessibility.



[Save the Date](#)

## Influencing

### 13. SAP Customer Connection

This Customer Connection projects will focus on improvements of functionalities and usability in the area of **SAP GRC** (Process Control & Risk Management). Please note that collect phase ends on April 30<sup>th</sup>.



## openSAP

### 14. New openSAP Courses available

Don't miss the opportunity to acquire new knowledge at these online courses offered by SAP:

1. Learn how the Central Business Configuration capability will bring reduced configuration efforts, higher flexibility, faster company rollouts, and partner extensions in this free course.

[\(Info & Enrollment\)](#)

2. See the direct transfer approach, allowing you to directly extract data from an SAP system & migrate it to the SAP S/4HANA system with the help of this 4-week course. [\(Info & Enrollment\)](#)

3. Join thought-leaders from University of St Gallen and IBM to learn about the importance of your Enterprise Architecture when planning to become an Intelligent Enterprise. [\(Info & Enrollment\)](#)



