Knowledge Transfer Webinars

for SAP User Groups

April 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 Events Finder**.

Sincerely,

SAP User Groups Knowledge Transfer Team

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Description

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 S/4HANA - The Intelligent ERP (April 20, 2020) - AM & PM

Gain a unique competitive business advantage with a digital core, the driving force behind reimagined business processes and models. Learn ways to create smooth end-to-end processes, smarter interactions, and improved customer experiences. Understand the new innovations in the SAP S/4HANA suite that help you create your own digital core and realize the benefits of an intelligent enterprise.

Why attend?

- Understand the S/4HANA strategy and product direction

- Understand how S/4HANA is at the heart of the Intelligent Enterprise

- Exchange with SAP Subject Matter Experts and find out how your company can benefit from SAP S/4HANA

Read more

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Join the SAP S/4HANA Movement – The Ultimate Overview (April 22, 2020) – AM & PM

SAP S/4HANA Movement was created to help our customers with their transition to SAP S/4HANA and to make them understand why it is important to move to SAP S/4HANA NOW. It highlights the benefits and capabilities of SAP S/4HANA and brings together all the important tools, services and engagement models of SAP and its global service partners in a standardized four-step approach. In this session you will understand what this approach looks like and what the services, tools, and engagement models are. **Read more**

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Next-Generation Business Scenario Recommendations for SAP S/4HANA (April 27, 2020) – AM & PM

The SAP Business Scenario Recommendations for SAP S/4HANA helps your members identify the most valuable digitized business scenarios for their enterprise. This is an essential first step in building a business case for SAP S/4HANA and securing the buy-in from your senior business executives (CEO, CFO etc). Since its launch in September 2019 more than 1000 SAP customers have used the report to benchmark themselves against industry peers and explore the virtues of SAP S/4HANA.

The Next-Generation BSR allows your members to find out:

- Why move to SAP S/4HANA?

- How does SAP S/4HANA support your business goals?

- What are the differences to SAP ECC?

Every SAP Business Scenario Recommendation report is industry-focused and tailor-made for each SAP customer, based on the customer's SAP ERP system input.

Findings are complemented by in-depth information like process models, explanatory videos, demos etc.

More information on www.s4hana.com.

Read more

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How to Discover the Value of SAP S/4HANA in a Fun and Gamified Way (April 29, 2020)

We would like to introduce you to two offers that help you to discover the value of SAP S/4HANA, the SAP S/4HANA Simulation and the SAP S/4HANA Cards Game.

In SAP S/4HANA Simulation participants can collaborate and manage end-to-end business cycles on a live SAP S/4HANA system. Besides learning in a fun, gamified way, participants get hands-on experience and make key business decisions using real-time analytics and integrated, end-to-end processes and see the results of their decisions immediately. The simulation allows customers to discover first-hand how SAP S/4HANA solutions can help them run better.

The SAP S/4HANA Cards Game focuses on customer-specific SAP S/4HANA scope definition & value discovery in a fun, interactive & empathetic manner with the objective to maximize available points or value potential. By the end of the game,

functional areas (Finance, Procurement, Sales, etc.) have created their company specific solution roadmaps, value maps and identify specific KPIs the team believes is most impacted by the SAP S/4HANA scope selected. **Read more**

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SAP Transformation Navigator Demo (May 04, 2020) – AM & PM

The SAP Transformation Navigator is a self-service road-mapping tool to help you chart your digital transformation with SAP S/4HANA. It has helped SAP customers reimagine innovation for their businesses, with more than 70,000 product maps generated so far.

Save yourself weeks of planning and research by hearing the digital transformation experiences of a variety of companies. Discover how the SAP Transformation Navigator tool can help create a unique digital strategy, generate a customized product map focused on SAP S/4HANA, and set the foundation for a rock-solid business case. **Read more**

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SAP Readiness Check 2.0 for SAP S/4HANA (May 19, 2020) – AM & PM

Assess your readiness and project workload for your system conversion to SAP S/4HANA. Get an overview of the SAP Readiness Check tool, which gives a first analysis of your existing SAP ERP application, highlighting key project activities. Discuss the necessary foundation and the most important aspects for a successful and smooth project execution and conversion to SAP S/4HANA.

Why attend?

- Get an insight into the latest features of the tool
- Learn how to access, run and share an analysis
- Understand when to use the tool

Read more

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SAP S/4HANA Adoption Starter Engagement? The Ultimate Guide to Prepare Your SAP S/4HANA Move (May 26, 2020) – AM & PM

Learn how SAP supports customers pre project with SAP S/4HANA Adoption Starter Engagement to define their strategy toward the intelligent enterprise.

The SAP S/4HANA Adoption Starter Engagement is a real-time virtual classroom session guided by SAP Experts that enable

customers to design and develop their transformation roadmap 1.0 to SAP S/4HANA -- answering the Why? What? and How?
Read more

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<u>Integration</u>

SAP Cloud Platform Integration Suite - Monthly Update – AM (March 31, 2020)

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 (March 31, 2020)

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.

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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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Introducing the SAP Integration Advisor – A Learning System for Faster Exchange of Business Data in Heterogeneous Landscapes (April 30, 2020)

For the exchange of business data between applications in heterogeneous landscapes, a uniform understanding is required of how this data is exchanged between the differently represented interfaces. Today, this uniform understanding requires high expenditures for integration projects. The SAP Integration Advisor provides assistance in this area.
Learn more about this learning system, which helps you to understand more quickly how this data is exchanged between the interfaces and how the tool supports implementation.
The SAP integration strategy is introduced in the context of the Intelligent Enterprise, which aims to create an integrated Intelligent Suite along defined business processes. **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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Try SAP's New Support Assistant to Get Help Faster! (April 22, 2020)

Ready to engage with SAP's product support easier, faster, and in a much more intuitive way?
Discover the benefits of SAP's support assistant for optimized incident creation. This new feature assists you in creating a more complete incident, and selects the best component for your issue type, reducing incident ping pong, saving you valuable time and effort. Experience how SAP's support assistant accelerates the process of incident creation by asking product specific questions, while recommending content and solutions at each step of this guided experience.

Read more

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What Customer COE Should Know: Essential Tips on End-to End SAP Incident Processing to Get a Rapid Solution (April 22, 2020)

Did you know there are ten Global Support Centers (GSC) providing 24/7 support for customers around the world?

Join this Advisory Session and get information on the Incident Handling core processes that SAP Support engineers follow from initial processing, troubleshooting, to solution.

The session will lead you through the incident process flow, describe the different support channels, show how to expedite communication between everyone involved, and how to partner with SAP to make the most of your support interaction for a rapid solution. **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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Schedule an Expert: Benefit from Real-Time Conversation with an SAP Expert (April 28, 2020)

Discover the SAP Next-Generation Support real-time channel *Schedule an Expert* and how it can help you implement and operate your SAP solutions, in any deployment model.

Similar to booking an online doctor's appointment, the **Schedule an Expert** service lets you connect one-on-one with SAP support in a live, 30-minute Skype call. Describe your technical issue, select the product area and a time that is convenient for you, and we will find a support expert to assist you. Talk to the same SAP engineer that you would create an incident with – but spend less time waiting for a response and resolution. **Read more**

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 SAP for Me

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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Core Features of SAP for Me in Practice (April 28, 2020)

Cross Capabilities

SAP for Me has a lot to provide. Besides its specific business-related capabilities, it comes with central functions like the central communication center, or the central calendar.

In this session we are going to show you the central functions that already exist and will provide an outlook on more to coming soon. **Read more**

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Other Languages

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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What Customer COE Should Know: Essential Tips on End-to End SAP Incident Processing to Get a Rapid Solution (German) (April 21, 2020)

Did you know there are ten Global Support Centers (GSC) providing 24/7 support for customers around the world?

Join this Advisory Session and get information on the Incident Handling core processes that SAP Support engineers follow from initial processing, troubleshooting, to solution.

The session will lead you through the incident process flow, describe the different support channels, show how to expedite communication between everyone involved, and how to partner with SAP to make the most of your support interaction for a rapid solution. **Read more**