

Newsflash for 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 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 SAP User Groups Knowledge Transfer Team.

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COVID-19 News

1. SAP's Response to COVID-19

With the unpredictable and fluid situation around COVID-19, the world is navigating through an uncertain period with few precedents. SAP follows on its vision to help the world run better and improve people's lives and responds with offering [open access to technologies](#) to help support businesses and address the global challenges related to the fight against COVID-19. Discover the [practical help to tackle COVID-19 disruptions](#).

Follow up on the [virtual ASUG CIO Connect](#) and gain knowledge from SAP Americas CIO on how SAP adjusted its IT-Operations.

[Read more](#)



SAP User Group Specific Offerings

2. SAP Experts Podcast with ASUG CEO Geoff Scott: Pulse Check – How SAP Customers Act in Times of COVID-19

Learn more about how customers act in times of COVID-19 by listening to the SAP Experts Podcast with Geoff Scott, Chief Executive Officer of **ASUG** (Americas' SAP User Group), who is conducting an inquiry each week asking the six-digit number of North American SAP Users about their situation and how they approach their journey through this crisis.

[Read more](#)



3. ASUG and SAP Panel Discussion: SAP Support During the COVID-19 Crisis

Use the opportunity to listen to the panel discussion between ASUG Executives and SAP leaders to find out about SAP resources to help support customers and how the business is changing. Hear from SAP leaders, including the global Head of SAP Customer Interaction Center, Head of Security and Risk, and the Global Head of Support Advisory.

The experts shared insights on SAP systems and the focus on making sure these systems are strong and always running for customers. Lastly, learn about SAP business continuity planning for support and services.

[Read more](#)



SAP S/4HANA

4. SAP S/4HANA Cloud 2005 Release is Generally Available

With SAP as a trusted partner on customer side, SAP S/4HANA Cloud is now more flexible and intelligent solution, that can help businesses adjust to change quickly and to keep running while adapting to new business needs.

Agility and flexibility are key to remaining successful in today's business world and so we are always looking to help our customers become truly intelligent enterprises, that can adapt and grow. In accordance with this, the latest cloud release puts integration and efficiency very much in focus. Please discover more details of specific innovations that have been added to SAP S/4HANA Cloud 2005 release.

[Read more](#) [Watch the Video](#)



5. Discover the New SAP S/4HANA Movement Webinar Series

Find out about each and every pillar of the [SAP S/4HANA Movement Program](#) by joining the most comprehensive webinar series ever seen at SAP, providing SAP customers with the end-to-end perspective they need for a seamless and successful transition to SAP S/4HANA.

[Read more](#)



6. Spot SAP S/4HANA Customer Testimonials with Customer Story Finder

Your company decided for a transformation path with SAP, but need more examples on how SAP customers leverage the full potential of SAP S/4HANA? SAP Customer Story Finder is a great source of information with plenty of testimonials organized in a simple way and enriched by search according to solution, industry, region, and company size.

[Read more](#)



7. 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". Learn more about the document in our [upcoming webinar](#) on June 08.

[Read more](#)



Value of Support

8. SAP Makes Support Experience Even Smarter with Machine Learning and AI Enhancements

Based on artificial intelligence (AI) and machine learning technologies, SAP has further developed existing functionalities with new, automated capabilities such as the [Incident Solution Matching](#) service and automatic translation.

With SAP's redesigned incident list view, customers will now experience a simpler, easy to use and optimize, more intuitive process, saving time and effort within the incident management



workflow. Learn more about the [redesigned incident list view](#). In case you wish to become part of our new pilot phase to further simplify product-based incident creation, please read the [blog post](#) and join the pilot to explore more.

[Read more](#)

9. New SAP eBook on Incident Management is Available

Discover the new eBook on Incident Management and learn more about how to effectively interact with SAP Product Support, where to search for solutions and how to create the perfect Incident. The new eBook is a great asset for sharing with your peers, team and community.

[Access the eBook](#) [Overview of eBooks](#)



10. Evolving Customer Solution Support: Meeting Customers Where They Are and Where They Want to Be

In this interview and the [related blog in the Digitalist Magazine](#), Andreas Heckmann, executive vice president and part of the global leadership team at SAP, shares insight into his team's plans to further leverage artificial intelligence (AI) and machine learning capabilities.

[Read more](#)



11. 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](#)



Influencing

12. SAP Customer Connection

This Customer Connection projects will focus on improvements of functionalities and usability in the areas of [SAP Trade Management](#) and [SAP Access Control](#). Please note that collect phase ends respectively on May 16th and June 13th.



openSAP

13. New openSAP Course on RPA is Available

Don't miss the opportunity to acquire new knowledge offered by SAP: Join the free online course to learn about the latest updates to SAP Intelligent **Robotic Process Automation (RPA)** and get to know the solution in a trial mode. [\(Info & Enrollment\)](#)

