

# Newsflash for SAP User Groups



Dear SAP User Group HK,

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.

### **Important Note: no CPI\* Increase for SAP Support Contracts in 2021**

At SAP, we understand that the COVID-19 pandemic can lead to challenges in our customers' and partners' businesses and are committed to help every organization in a fair manner, therefore for 2021, SAP will not apply the annual increase based on the local Consumer Price Index (CPI\*) to SAP Standard Support. SAP will also continue to not apply this increase for SAP Enterprise Support contracts in 2021.

\* CPI is used as a measure of inflation, in some markets, different systems are referred to (e.g. Labor Cost Index in Germany). These figures are published by governments or the authorized authority in each country.

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: SAP Free Offerings**

## 1. What is Available for SAP User Groups and How to Benefit?

With the unpredictable and fluid situation around COVID-19, the world is navigating through an uncertain period with few precedents. SAP is seeking to help its User Groups best tackle this challenging time with special offerings designed to ensure business continuity, handle supply chain disruptions, and keep teams engaged throughout remote work periods.

One of such offerings help to jumpstart engagement in upskilling sales and service teams. SAP Litmos offers FREE 12-week instant access to SAP Litmos Training and built-in content, along with white glove onboarding for all user group members. New customers can access training now with code, **SUGEN20**, through end of July 2020. [Start your trial today](#) and provide the code during your onboarding call.

[Read more](#)



## COVID-19 News: Showcase Technology

### 2. SAP Helps Tackle the Crisis with Product Localization

As the world grapples with the fallout of the pandemic crisis, governments are gearing up with legal measures to cushion the socioeconomic impact of COVID-19 on businesses and citizens. These legal measures have to be implemented by relevant entities (for example, government departments and businesses) into their processes and operations. SAP responded with agility to this requirement by delivering 80+ COVID-19-related legal changes – on a fast track.

[Read more](#)



## SAP User Group Specific Offerings

### 3. Virtual Hands-On Workshop: SAP Data Warehouse CLOUD

Experience the new solution firsthand and participate in the discussion around how the solution plays together with the existing on-premises applications SAP BW/4HANA and SAP Native SQL Data Warehousing. Gain insights into how SAP Data Warehouse Cloud integrates into your existing landscape. The first hour will be an overview on SAP Data Warehouse Cloud, followed by a 2 hours hands-on workshop.



[Read more](#)

## SAP S/4HANA

### 4. SAP S/4HANA Adoption Starter Engagement for SAP User Groups Members

SAP S/4HANA Adoption Starter Engagement enables customers to design and develop their initial road map for SAP S/4HANA with a **free-of-charge, real-time, virtual classroom environment** guided by SAP experts. The engagement comprises services and tools such as SAP Business Scenario Recommendations, SAP Transformation Navigator, and SAP Readiness Check.

You can **register for a six-week engagement** in your respective region.

[Read more](#)



### 5. Continuing to Enable Customers' Digital Journey

The **Digital Access Adoption Program** (DAAP) was developed with one central and important objective in mind: to help customers make the move to SAP Digital Access with complete confidence. Designed in close collaboration with SAP user groups, the DAAP was introduced to address ongoing questions regarding the Digital Access model. Customers can request the **Digital Access Evaluation Service**.

[Read more](#)    [eBook](#)



### 6. Boost Your Knowledge with SAP S/4HANA Microlearnings

A range of open **SAP S/4HANA Microlearnings** were launched in May by SAP. Microlearnings were introduced last year, featuring bite-sized content to complement the massive open online courses (MOOCs) available on the openSAP platform.

[Read more](#)



## Value of Support

## 7. Incident Peer Benchmarking: Get Valuable Insights on your Overall Incident Processing Quality and Efficiency



Are you interested how your support teams process incidents compare to all SAP customers? If so, the redesigned **Customer COE\* Incident Quality Dashboard**, an application of SAP's ONE Support Launchpad, provides you valuable insights. The application compares the overall SAP Incident Processing of the Customer's support organization to all SAP customers. \*Customer Centers of Expertise (Customer COEs) act as collaboration hubs across IT and Lines of Business in their companies. One of Customer COE's mission is to provide transparency and efficiency of operation and quality of business processes and systems related to the SAP software solutions and services. Learn more on [Customer COE portal](#).

[Read more](#)

## 8. SAP Solution Manager 7.2 SPS 11: An Ongoing Commitment to Innovation



By now, face masks in grocery stores are familiar signs of commitments to long-term health and safety. When it comes to the long-term fitness of SAP Solution Manager 7.2, SAP ensures mainstream maintenance until the end of 2027. Let's see some examples of how the newly available Support Pack Stack (SPS) 11 reinforces this commitment with more innovations for optimal performance.

[Read more](#)

## 9. Artificial Intelligence (AI) Is Changing Everything We Know About Customer Support



Continuous delivery of outcome-driven support services is vital to SAP customer success. This commitment has led to various innovations that resolve technology issues quickly and automatically. SAP is taking the experience even further with its latest work in machine learning and artificial intelligence.

[Read more](#)

## 10. Schedule a Manager Launches in Pilot Mode for SAP SuccessFactors Solutions



After a successful launch in January 2020, SAP's newest live support service "Schedule a Manager" is available for SAP SuccessFactors in pilot mode from May 18th, 2020. The services

allow you to request a dedicated phone call with a manager from SAP's Product Support to help prevent or manage potential service exceptions on your high priority incidents.

[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. Customer Engagement Initiative

The SAP Customer Engagement Initiative provides you with early insights into new SAP product developments. This is your opportunity to provide feedback, input and ideas at early stages of development. Currently 86 new projects are available for voting until June 19th, 2020.

[Check the projects](#)



### 13. SAP Customer Connection

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



## SAP News

### 14. SAP for Me Is Generally Available with Expanded Scope Enhancing the Digital Experience

[SAP for Me](#), has successfully completed its beta phase and is now available with enhanced capabilities across products, systems, licenses and consumption to all customers globally.

The [SAP for Me](#) portal serves as a companion to SAP customers, providing them with personalized access and a transparent view of their entire product portfolio.



[Read more](#)