

July, 2020

Newsflash for **SAP User Groups**

Dear User Group Members,

Welcome to the latest news update from the SAP Global User Group Organization!

We know your time is precious, which is why we decided to combine the monthly Newsflash and the bi-weekly Webinar Newsletter.

Going forward you'll receive only one monthly communication - the Newsflash - in a new layout to make it easier to read.

Here you can find the latest news and trends at SAP with impact on SAP customers and SAP user groups. We focus on SAP's strategy, products, and services and support. Also, you'll find information from fellow SAP user groups to facilitate the exchange of best practices and SAP user groups insights.

Don't miss the latest updates on our virtual learning offerings for SAP customers and SAP user groups, such as webinars, meet-the-expert-sessions, tools-introductions and interviews.

Enjoy reading, and feel free to share with other members and peers (there is a subscribe link at the bottom of the email)!

Stay safe and healthy!

Your SAP Global User Groups Organization

HOT TOPICS

**SAPPHIRE NOW Converge
Conference Watch the Keynote
Videos**



**SAP Delivers Innovations That
Tackle Supply Chain and Industry
Challenges**



**Deutsche Telekom and SAP
Publish Corona Warning
App**



KNOWLEDGE TRANSFER FOR SAP USER GROUPS



Our Offerings

Nowadays we all need to adapt in new ways to interact and learn - the virtual environment becomes more and more important. With this in mind, we are continuously improving and extending our [virtual knowledge transfer offerings](#), adding new content and new formats.

Everything is grouped in topics and differentiated by languages, so you can easily find your topic of interest.

LIVE WEBINARS

Also, check out additional [SAP's virtual offerings](#).

COVID-19



SAP Supports Customers to Ensure Business Continuity

To ensure business continuity in times of COVID-19, SAP structured its offerings around three focus topics: [Empower Your Team](#) - with SAP's people initiatives, customers have the tools to keep their business moving forward. Companies can return to work with confidence and work remotely with ease and efficiency. Build a Resilient Business - by helping customers gain insights into everything that can affect business, suppliers, people and customers' experiences, we can face these challenges together. Companies can build financial, procurement and supply chain resiliency while improving resource efficiency and controlling costs. Transform Customer Experiences - Together with SAP you've got the vision and knowledge to deliver exactly what your customers need and to positively transform their experiences.

[Read more](#)



Offerings for SAP User Groups

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.

[Read more](#)

SAP USER GROUPS SPECIFIC OFFERINGS



ASUGFORWARD

Join the recorded sessions! In today's rapidly changing business environment, learning and sharing have never been more important. ASUGFORWARD was designed to do just that—move us forward.

ASUG designed the programming for SAP customers with the guidance and advice of actual SAP customers. These C-level leaders are facing daily challenges from the global pandemic, and they are uniquely suited to curate the content that matters most in today's volatile business environment.

[Read more](#)



Virtual Hand-On Workshops: SAP EarlyWatch Alert

Join this series of **one webinar** and **3 virtual hands-on workshops** on SAP EarlyWatch Alert Workspace. After joining the webinar and the workshops, you will know how this cloud based application helps you gain an overview on our SAP system landscape health from any place and under all conditions. You will understand how this a data-driven collaboration platform between you and SAP helps to prevent business downtimes with predictive alerts on SAP HANA memory and limitations, as well as number ranges. Attendees will learn how to keep hackers out of their crown jewels by leveraging the security overview provided in the app. The series addresses also a preferred working model in the Customer Center of Expertise with SAP EarlyWatch Alert results.

[Read more](#)

SAP S/4HANA



Now Live: SAP S/4HANA Movement in the Support Portal

Establish SAP S/4HANA as the digital core of your intelligent enterprise to optimize the relationship between your data, processes, transactions, and revenue. The SAP S/4HANA Movement is designed to help you understand the value and benefits of moving to SAP S/4HANA. The program provides the solutions, tools, content, and services that help ensure a successful SAP S/4HANA deployment.

This initiative drives the transition to SAP S/4HANA with a standardized vision-to-value-journey to guide you through the entire transition with four steps. Learn more about the SAP S/4HANA Movement on the new SAP Support Portal page.

[Read more](#)

SAP SUPPORT – VALUE FOR YOUR BUSINESS



SAP is Introducing the S-User Lifetime Process for All S-Users

To help protect your sensitive company information and ensure GDPR compliance, SAP is assisting customers and partners in their responsibility of user administration by assigning an expiry date to all S-users, starting June 2nd, 2020. Read the [S-User Lifetime One-Pager](#) for more information.

[Read more](#)



New Support Service Launched for All SAP SuccessFactors Solutions: *Schedule a Manager*

Following a successful four-week pilot, SAP's newest live support service Schedule a Manager is now available for all SAP SuccessFactors solutions. 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. Schedule a Manager offers an easy way to book a phone call with a manager from SAP's Product Support from the related

product area, to help prevent or manage potential service exceptions on your high priority support incidents.

More information on the Schedule a Manager service can be found [here](#) (S-User required). Details on what qualifies your incident for this specific service are provided on [SAP Support Portal](#) and [SAP Community](#).



Improved Incident Management – Experience the Newly Designed Incident Edit Layout

We are continuously striving to simplify and optimize the support experience for you throughout the entire incident creation and management journey. Following the release of the redesigned incident list, which is accessible via the new 'Manage Incident' tile, you now get to experience a new user interface while editing incidents, enabling a user-centric and intuitive workflow. Meanwhile the newly designed incident edit layout integrates the latest functionalities of the incident creation form, such as for instance real-time file suggestions.

For more information read our blog post on SAP Community.

[Read more](#)



Monthly Application Lifecycle Management (ALM) Community Call

This free monthly webinar equips you with everything you need to know about SAP's Application Lifecycle Management (ALM) offerings. Get the latest news directly from SAP's topic experts.

[Read more](#)



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](#)

