SAP Enterprise Support Academy
Increase Your IT and Business Users’ Skillset

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SAP Enterprise Support Academy
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PUBLIC
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The digital era is evolving into the Intelligent Era

**MAINFRAME & PCS**
1960s – 1980s
- Transistors & silicon revolution
- Large scale Mainframe Computing adoption
- Emergence of PC’s
- Plant floor automation

**CLIENT SERVER & INTERNET**
1990s – 2000s
- Widespread PC adoption
- Broadband Internet
- ERP and business process technologies

**CLOUD, MOBILE & BIG DATA**
2000s – 2010s
- Mobile & Smartphone ubiquity
- Cloud Computing
- Social Networks
- Big Data

**INTELLIGENT TECHNOLOGIES**
2010s – 2020s
- Machine Learning & Artificial Intelligence
- IoT & Distributed computing
- Blockchain

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**CUSTOMER VALUE CREATION**

**Industrial Automation**

**Business Process Automation**

**Digital Transformation**

**Intelligent Enterprise**
Demand for technology skills is high but skills development is lagging behind.

Only 15% of companies have the personnel with the skills necessary for a successful digital transformation.

A lack of digital skills is still among the top barriers.

Source: Technische Universität München (TUM), Survey on skills for digital transformation.
SAP Enterprise Support is the foundation of continuous customer success

**REACTIVE SUPPORT AND PROACTIVE ENABLEMENT ACROSS ALL DEPLOYMENT OPTIONS**

**COLLABORATION**
- Expert guidance
  - SAP Enterprise Support
  - Value Maps
  - SAP Enterprise Support Advisory
  - Remote services

**EMPOWERMENT**
- Enablement for digital transformation
  - SAP Enterprise Support Academy
  - SAP Support Portal

**INNOVATION AND VALUE REALIZATION**
- New features and business outcomes
  - Releases, updates, patches
  - Analyses and reports
  - SAP Enterprise Support Advisory Council

**MISSION-CRITICAL SUPPORT**
- Digital customer support experience
  - Service level agreements
  - Next-Generation Support concept
  - SAP ONE Support Launchpad

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**SAP Solution Manager 7.2**
- SAP Pathfinder, SAP Transformation Navigator, and more
SAP Enterprise Support Academy

Benefit from expert-guidance and high impact knowledge transfer services that enable you to innovate and be successful with SAP solutions.

Knowledge transfer on digital transformation, integration, and system operations

On-demand learning experience by combining self-paced and expert-led offerings, available on SAP Learning Hub

High-quality vendor knowledge from SAP Support experts helps to close the digital skills gap of key users, IT and line-of-business experts

Highlights

1.300+ Learning assets and services

All Deployment scenarios covered (Cloud, On-premise, Hybrid)

Included in SAP Enterprise Support at no additional cost

10 Value Maps for more guidance and collaboration

>> Home page & Sign-up
The path to success – From discovery to mastery

Challenge
Start
The company’s ERP system needs to be updated. The responsible IT manager is looking for more information about the available options.

Intelligent Tools
Make a plan
She uses the SAP Innovation and Optimization Pathfinder report to get more information about the optimization potential of SAP S/4HANA and to receive tailor-made recommendations. She is also directed to the value map for SAP S/4HANA.

Value Maps
Get orientation & collaborate
She joins the SAP S/4HANA value map and interacts with SAP experts using social collaboration features. She selects the objective she wants to achieve and reviews the learning plan.

Academy
Learn
She creates her individual learning plan, enrolls for live sessions and starts learning with SAP Enterprise Support Academy.
Intelligent Tools

Starting Point

SAP Innovation and Optimization Pathfinder
Innovation recommendations, industry benchmarks and recommendations for business and IT
http://www.sap.com/pathfinder

Customer-specific improvement and innovation opportunities based on the customer’s current core SAP ERP system usage, business & IT performance

Industry benchmarks and recommendations for business and IT to optimize SAP solutions, or to implement software and cloud innovations using relevant SAP Enterprise Support or SAP Services offering

Interactive report navigates decision makers to relevant information, services and tools

Free-of-charge for customers on SAP maintenance
SAP Enterprise Support Value Maps – A structured and goal-based approach to quickly identify the relevant SAP Enterprise Support services, tools and offerings to achieve defined targets and address your business needs. In addition, leverage the in-depth knowledge of our support advisory team for personal guidance based on 45+ years of close customer engagements.

Guided approach to reach your objective
Social collaboration to connect directly with SAP experts and peers
Expert access to obtain guidance from SAP support experts
Empowerment to build the knowledge and skills you need

Available Value Maps

- SAP S/4HANA On Premise
- SAP S/4HANA Cloud
- Digital Innovation
- SAP SuccessFactors
- SAP Jam Collaboration
- SAP Analytics Solutions
- Security
- Business Process Improvement
- Data Volume Management
- Lifecycle Management

>> Sign up
Example: SAP S/4HANA On Premise Value Map

Start your journey to SAP S/4HANA

Discover
- Discover the value
  - Business Scenario Recommendation Report (BSR)
  - Meet-the-Expert: Overview of the Transition to SAP S/4HANA
  - Expert-guided Implementation: SAP Readiness Check Tool
  - SAP Transformation Navigator
  - SAP Innovation and Optimization Pathfinder
  - ...

Prepare
- Plan, prepare and start the implementation
  - Expert-guided Implementation: SAP S/4HANA Implementation with SAP Activate
  - Expert-guided Implementation: Plan your Conversion to SAP S/4HANA
  - ...

Explore
- Define all the details
  - Meet-the-Expert: SAP HANA Security Overview
  - Meet-the-Expert: SAP S/4HANA Embedded Analytics
  - Accelerated Innovation Enablement: SAP S/4HANA - HANA Infrastructure
  - ...

Realize
- Implement technical and functional changes
  - Continuous Quality Check for Implementation
  - Expert-guided Implementation: SAP HANA Database Administration and Operations
  - OS/DB Migration Check Continuous Quality Check
  - Expert-guided Implementation: SAP Fiori Configuration on SAP S/4HANA
  - ...

Deploy
- Prepare to go live
  - Continuous Quality Check for Going-Live Support
  - ...

Run
- Optimize the operability
  - Expert-guided Implementation: SAP HANA Advanced Database Monitoring
  - Expert-guided Implementation: SAP HANA Data Modelling
  - Continuous Quality Check for EarlyWatch Check
  - Continuous Quality Check for Security Optimization
  - ...

Learn more: Whitepaper: Speed Up Your Digital Transformation with SAP S/4HANA and SAP Enterprise Support

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Get Started
- One-time registration for Learning Hub at support.sap.com/esacademy (s-user required)
- Newsletter subscription
- Use the Calendar of scheduled live sessions in SAP Learning Hub or here: APJ | EMEA | Latin America | North America

Search
- Search the learning catalog for keywords or phrases (use quotation marks for exact phrase)
  - **Category**: instructor-led vs. online items
  - **Course dates**: shows all scheduled instructor-led items for the given timeframe
  - **Delivery method**: covers the different learning formats (EGI, MTE etc.).
  - **Subject areas**: categorizes items based on SAP’s product taxonomy

Assign Course
- Define your personal learning objectives, identify which SAP solutions are relevant to you.
- Assign the relevant courses, or other learning items to **My Active Courses**.

Start Learning
- Expert-led sessions
  - Block your calendar using ICS file in the enrollment confirmation notification
- Self-paced items
  - Start and continue assigned courses anytime from **My Active Courses**
- Recommendations
  - Check out learning items recommended to you

Complete Course
- Print out certification of course completion from **My Learning History**
- Provide feedback via
  - **Star rating** for completed items
  - **Surveys** after expert live session and online MTE recordings

Get help
- Look up our help & resources section on the SAP Support Portal: support.sap.com/esacademy
  - FAQs | Glossary
  - Tutorials
  - Program entitlement
  - Contact us
Maximize the value of the software that drives your business

USE CASE EXAMPLES

• Connect your cloud applications to other SAP and non-SAP software.
• Manage, monitor and optimize the business outcomes of your Cloud solution.
• Secure your SAP S/4HANA and SAP HANA systems.
• Administer and monitor your SAP HANA database.
• Realize SAP Fiori use cases for your company.
• Implement a strategy to manage data volume.
• Discover opportunities to replace custom objects.

BENEFITS

• Get ready for innovation adoption and digital transformation.
• Maximize the usage of the deployed solutions.
• Drive smooth end-to-end operations (for all deployment models).
• Run your software at the speed of your business.
• Learn about end-to-end supportability options.
• Reduce training expenditures.
SAP Enterprise Support Academy – Customer success is our mission

“We received strong support from SAP Enterprise Support throughout our proof of concept. The expert-guided-implementation workshops were valuable and gave us the opportunity to learn the basic configuration directly from the experts, reducing consulting days and increasing our confidence and knowledge.”

Valerie Ricard, Domaine Support Functions, Thales Alenia Space

“Our IT and BASIS teams have benefited a lot from the trainings and enablement offered through SAP Enterprise Support Academy. Additionally, remote and on-site support services have helped us solve many system issues as well as improved our system's availability and performance.”

Xuemei Shao, IT Manager, Maanshan Iron & Steel Corp. Ltd.

“With the help of the SAP Enterprise Support Academy program and advisory team, we utilized the different services to improve the performance of our systems. We stabilized our SAP HANA database when issues arose that put the system at risk, and identified potential threats that have been dealt with thanks to the recommendations of the CQC reports.”

Nicolas Martinez, Head of IT, Casa Luker S.A.

Stara
https://www.youtube.com/watch?v=vJHPi89WQXI

Embracing digital transformation with the help of SAP Enterprise Support
SAP Enterprise Support Academy – Key value drivers

Seamless consumption of innovation

Readiness
For innovation with the SAP Enterprise Support Academy program

10%
Less effort to adapt new innovation

Stronger
Internal knowledge base for planning and maintaining IT solutions into the future

Effective extension of skills

Up to 70%
Costs savings on upskilling development experts

20%
Reduction in time required for learning

15%
Faster knowledge acquisition about SAP Revenue Accounting and Reporting

Business outcomes

US $ 60,000
Saved in project fees

15%
Reduction in monitoring and administration efforts

50%
Cost savings for system monitoring after joining SAP Enterprise Support Academy

Fast value realization

90%
Increase in business-user confidence in data integrity and accuracy

50%
Faster reporting in select reports

60x
Less time to complete full system testing


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Outlook - **Personalized Recommendations**

Users can search through available topics and subscribe to topics of interest.

Recommendations tile includes two new types of recommendations:

- Popular with Peers: Relevant learning based on the learning history of similar users.
- Topic-related recommendations: Relevant courses based on the user's topics of interest
Monthly Newsletter

Subscribe now to receive our monthly update!


Translated versions in Chinese & Russian

Hyperlinks to the regional schedules with registration links

APJ, EMA, LA, NA
Summary

SAP Enterprise Support Academy provides expert-guidance and high impact knowledge transfer services that enable you to transform into an intelligent enterprise and be successful with SAP solutions.

Learn more and sign up at
https://support.sap.com/esacademy

Subscribe to our newsletter at

Check out the list of scheduled events
APJ  EMEA  Latin America  North America
More information

SAP Enterprise Support
https://support.sap.com/enterprisesupport

SAP Enterprise Support Value Maps
https://support.sap.com/valuemaps

SAP Enterprise Support Advisory Council
https://support.sap.com/esac

SAP Solution Manager
https://support.sap.com/solution-manager

Contact & follow us:
Thank you.

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