



SAP Enterprise Support Academy

Increase Your IT and Business Users' Skillset

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SAP Enterprise Support Academy
October 2018

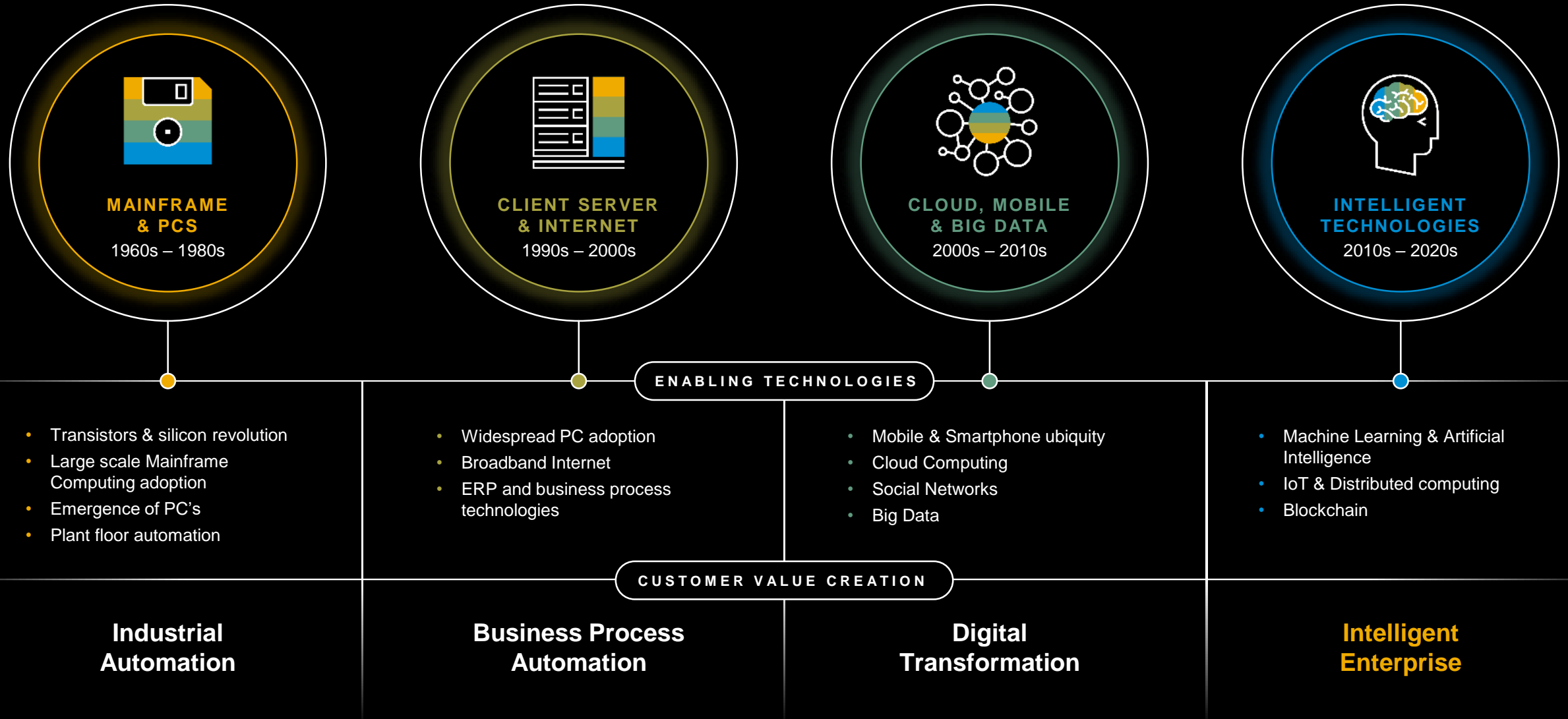
PUBLIC

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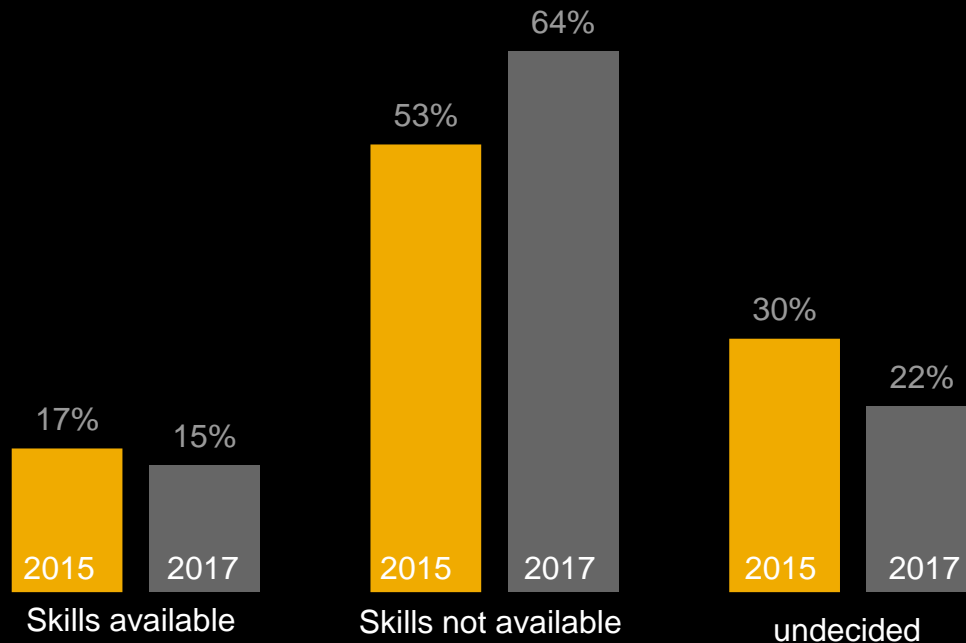
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The digital era is evolving into the **Intelligence Era**



The learning imperative

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**

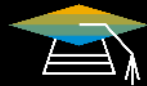
REACTIVE SUPPORT AND PROACTIVE ENABLEMENT ACROSS ALL DEPLOYMENT OPTIONS



COLLABORATION

Expert guidance

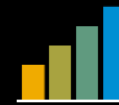
- SAP Enterprise Support Value Maps
- SAP Enterprise Support Advisory
- Remote services



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

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

>> [Home page & Sign-up](#)

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

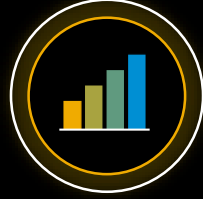
The path to success – From discovery to mastery



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.

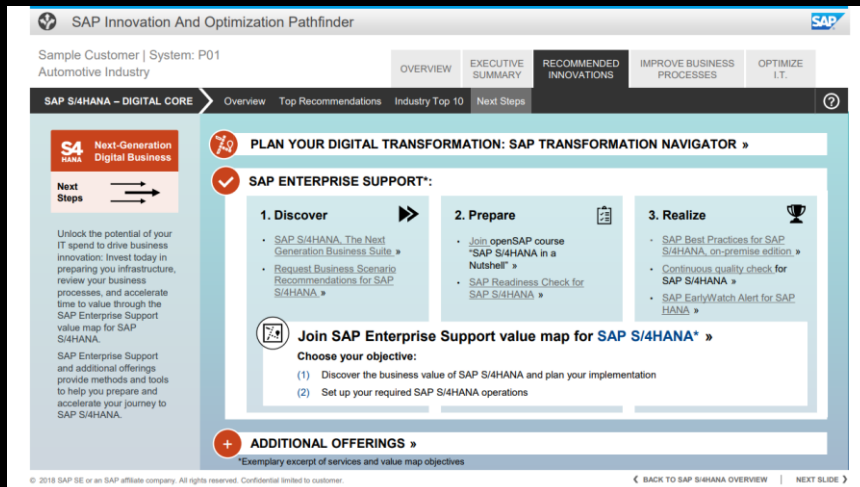
Intelligent Tools

| 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

| Find more information [here](#)

SAP Enterprise Support Value Maps

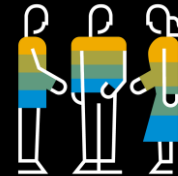
SAP Enterprise Support Value Maps – A structured and goal-based approach to quickly identify the relevant SAP Enterprise Support services, tools and offerings to achieve defined targets and address your business needs. In addition, leverage the in-depth knowledge of our **support advisory team** for 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

>> [Sign up](#)

SAP
S/4HANA
On Premise

SAP
S/4HANA
Cloud

Digital
Innovation

SAP
SuccessFactors

SAP Jam
Collaboration

SAP
Analytics
Solutions

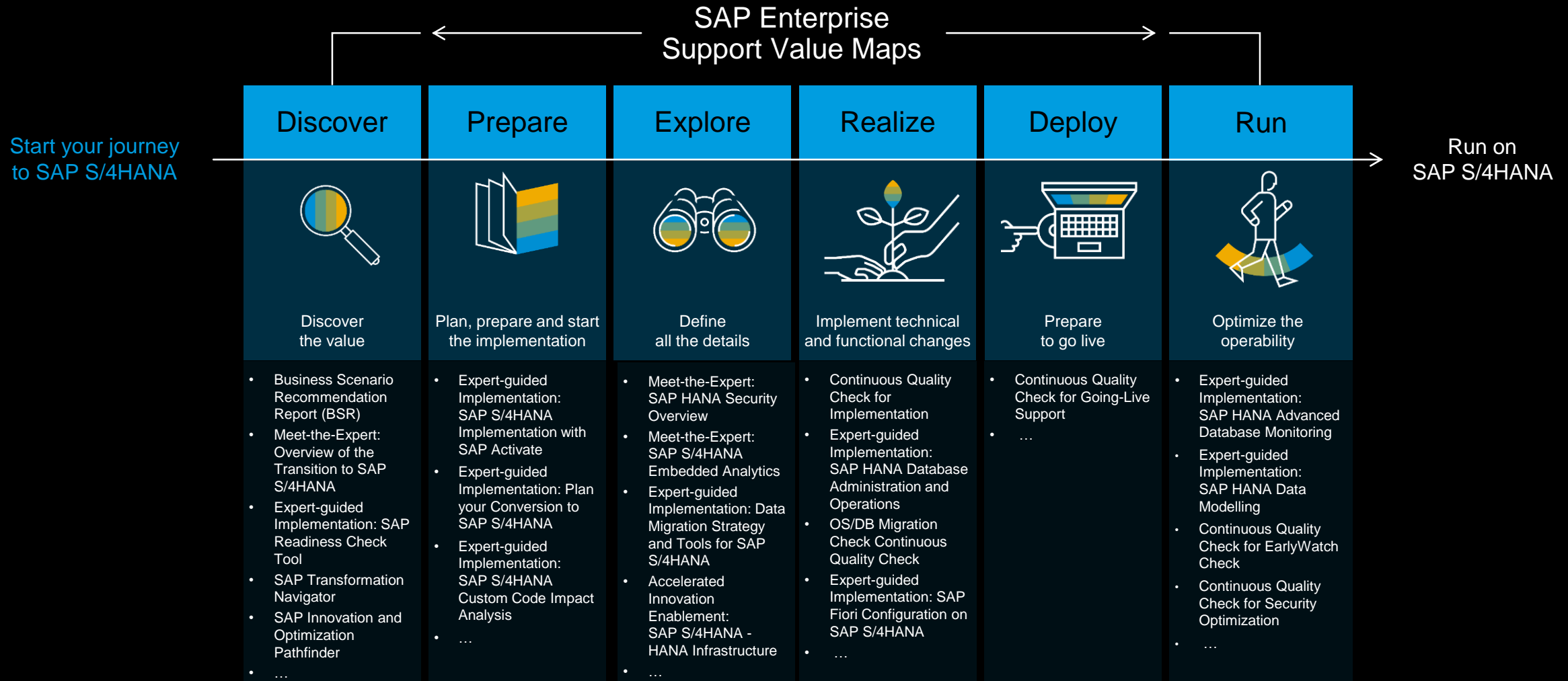
Security

Business
Process
Improvement

Data Volume
Management

Lifecycle
Management

Example: SAP S/4HANA On Premise Value Map



SAP Learning Hub, Edition for SAP Enterprise Support – Demo



SAP Learning Hub, Edition for SAP Enterprise Support – 101



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



Stara

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

Embracing digital transformation with the help of SAP Enterprise Support

"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.

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



* Source: SAP Digital Business Services Reference Program: <http://www.sapsupport.info/references/reference-navigator/>

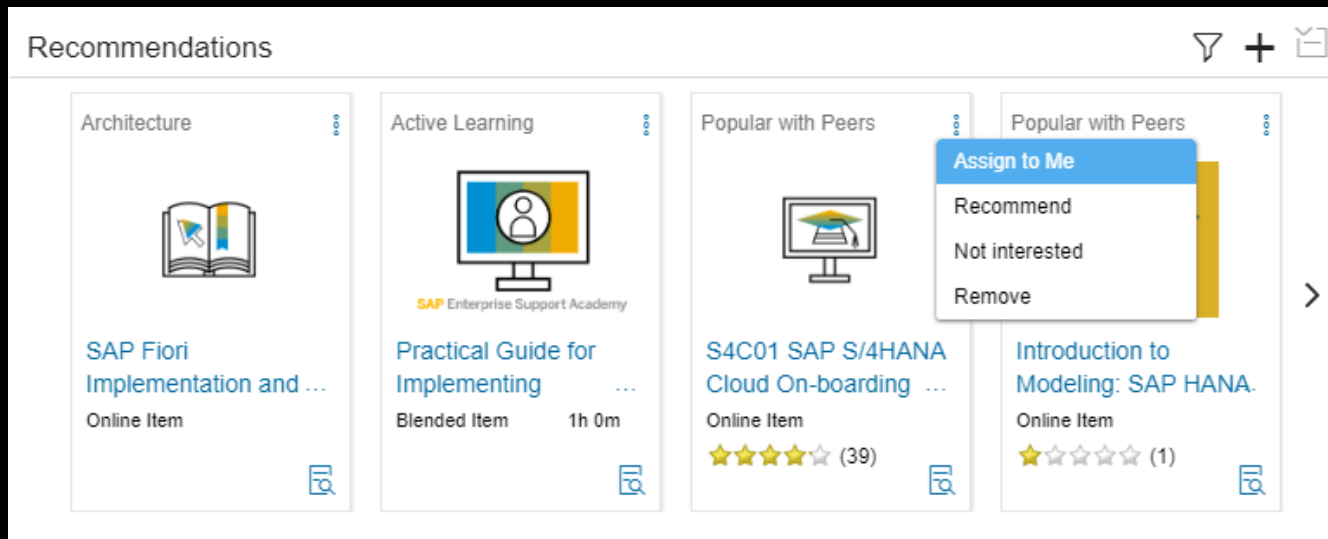
Outlook - Personalized Recommendations

Lab Preview

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

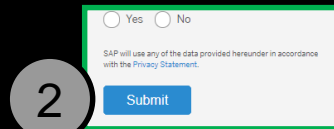
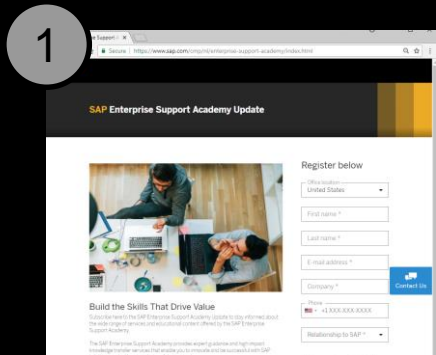


Monthly Newsletter

Subscribe now to receive our monthly update!

<https://www.sap.com/cmp/nl/enterprise-support-academy/index.html>

Translated versions in Chinese & Russian



Hyperlinks to the regional schedules with registration links
APJ, EMA, LA, NA

Topic	Language	Date	Register
Basic Configuration for SAP Solution Manager 7.2	EN	07.09.2018	Register
Business Intelligence Monitoring & Troubleshooting	EN	08.10.2018	Register
Business Process Analytics and Improvement (BPAI)	EN	26.09.2018	Register
Business Process Monitoring & Stabilization	EN	21.09.2018	Register
Change Control Management I: CTS+	EN	07.09.2018	Register
Change Control Management II: Change Request Management	EN	08.09.2018	Register
Change Control Management: FY: Advanced Change Request Management	EN	17.09.2018	Register
Configuration Validation	EN	10.09.2018	Register
Content Activation during Upgrade of SAP Solution Manager 7.2	EN	08.10.2018	Register
Custom Code Lifecycle Management: Make Your Custom Code Efficient	EN	08.10.2018	Register
Custom Code Management Quality Tools (Meet the expert)	EN	28.09.2018	Register
Data Migration Strategy and Tools for SAP S/4HANA			Register
Data Volume Management (DVM)			Register
EUC Monitoring & Analysis of SAP Fiori UX on SAP			Register
End-User Experience Monitoring Reporting Analytics			Register
GDPR Compliance in SAP Cloud Platform - Data (Meet the expert)			Register
Getting Started with SAP Cloud Platform, Portal (expert)			Register
Incident and Problem Management (ITSM)			Register
Incident and Problem Management (ITSM) for VMS			Register
Integration Monitoring and Troubleshooting			Register

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SAP Enterprise Support Academy Update October 2018

中文 | 中文 | 中文 | 中文 | 中文

Welcome to the SAP Enterprise Support Academy Update on latest news, achievements, and offerings available to registered users of SAP Learning Hub, edition for SAP Enterprise Support.

The videos in the [Tip in a Minute](#) series aim to simplify your experience when using SAP Learning Hub. Watch this edition to find out...

You can preview the next available live sessions directly on our landing page on SAP Support Portal, tailored per region:

- APJ
- EMA
- Latin America
- North America

IMPORTANT:

All registration links and links to learning items in this newsletter will only work if you have signed up for SAP Learning Hub, edition for SAP Enterprise Support. Follow these three simple steps:

- Read the quick guide to learn how to sign up and use SAP Learning Hub.
- Sign up for SAP Learning Hub (e-user required). The system will check your eligibility, create a learning hub user for you, and update the catalog. Within the next 2 hours you will receive a registration confirmation via e-mail.
- Access Learning Content or follow the links in this newsletter.

Sincerely,
Your SAP Enterprise Support Academy team

In this Issue:

- SAP S/4HANA Implementation Made Easy
- New EGI Pilot Sessions Planned: SAP S/4HANA Roadmapping
- Unlock Business Value in Your Organization with SAP S/4HANA Cloud
- General Data Protection Regulation for SAP S/4HANA Cloud
- SAP Solution Manager 7.2 SPS 07: What's New?
- Accelerate Your SAP Revenue Accounting and Reporting Implementation
- Stay Up-to-Date with SAP Enterprise Support Value Maps
- Updated: Data Management Guide for SAP Business Suite
- Move to the Cloud with the SAP Cloud Trust Center
- Turning to Success with SAP Enterprise Support Academy

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

<https://www.sap.com/cmp/nl/enterprise-support-academy/index.html>

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.

Contact information:

sap_es_academy@sap.com

Follow all of SAP



www.sap.com/contactsap

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