SAP Training & Adoption:
How Customers and Partners Can Stay Current with their SAP Knowledge

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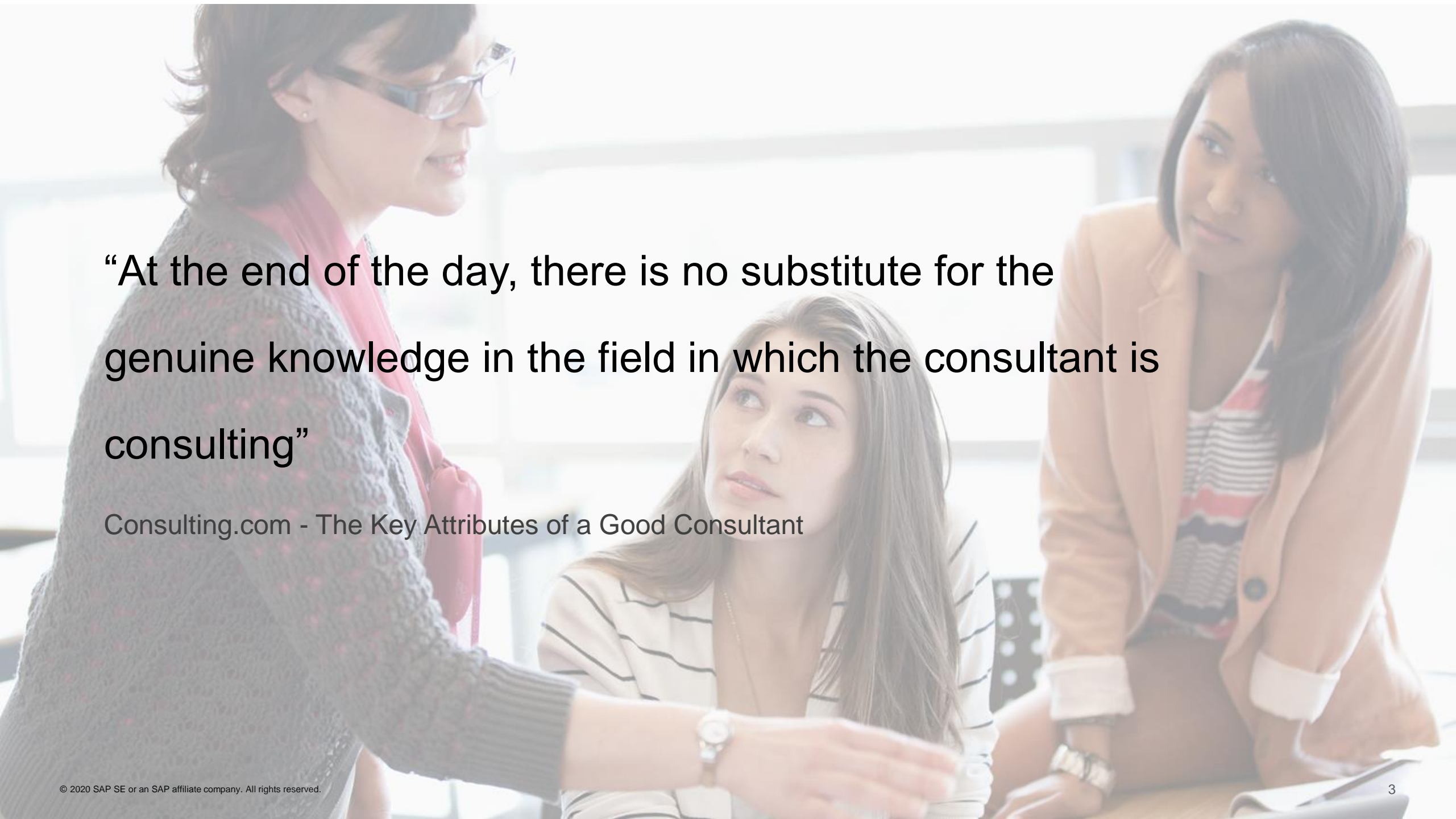Knowledge Transfer & Education Strategic Programs

May 2020

THE BEST RUN **SAP**

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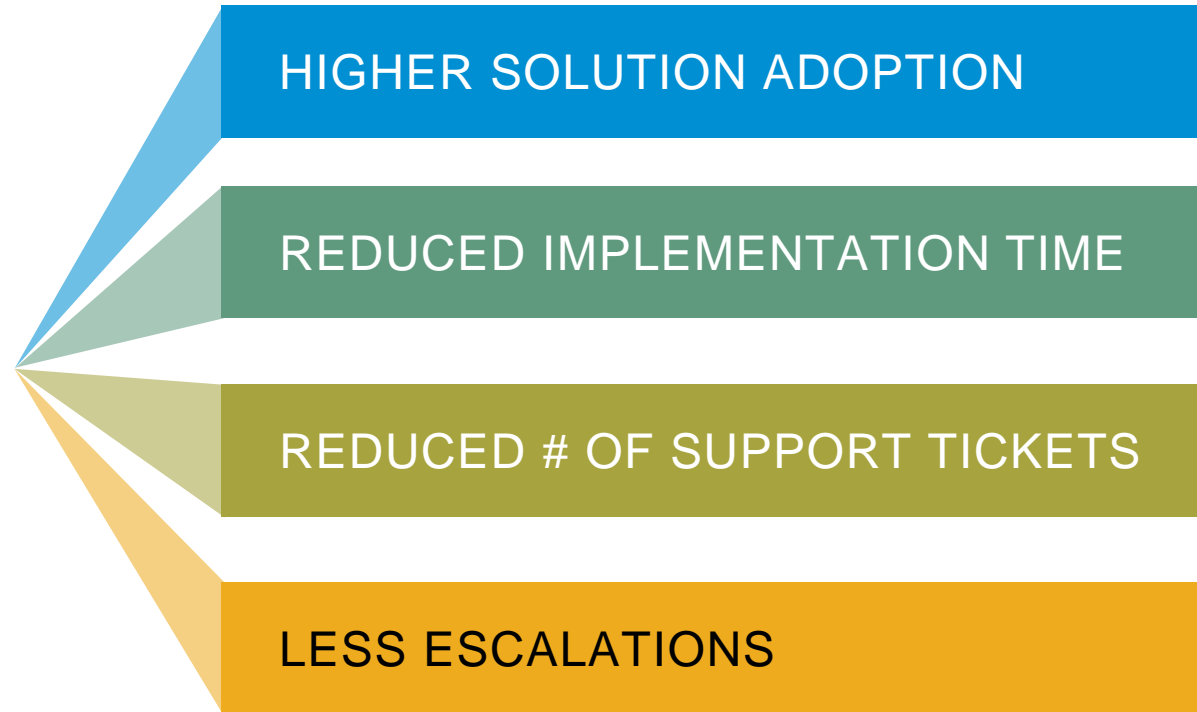
"At the end of the day, there is no substitute for the genuine knowledge in the field in which the consultant is consulting"

Consulting.com - The Key Attributes of a Good Consultant
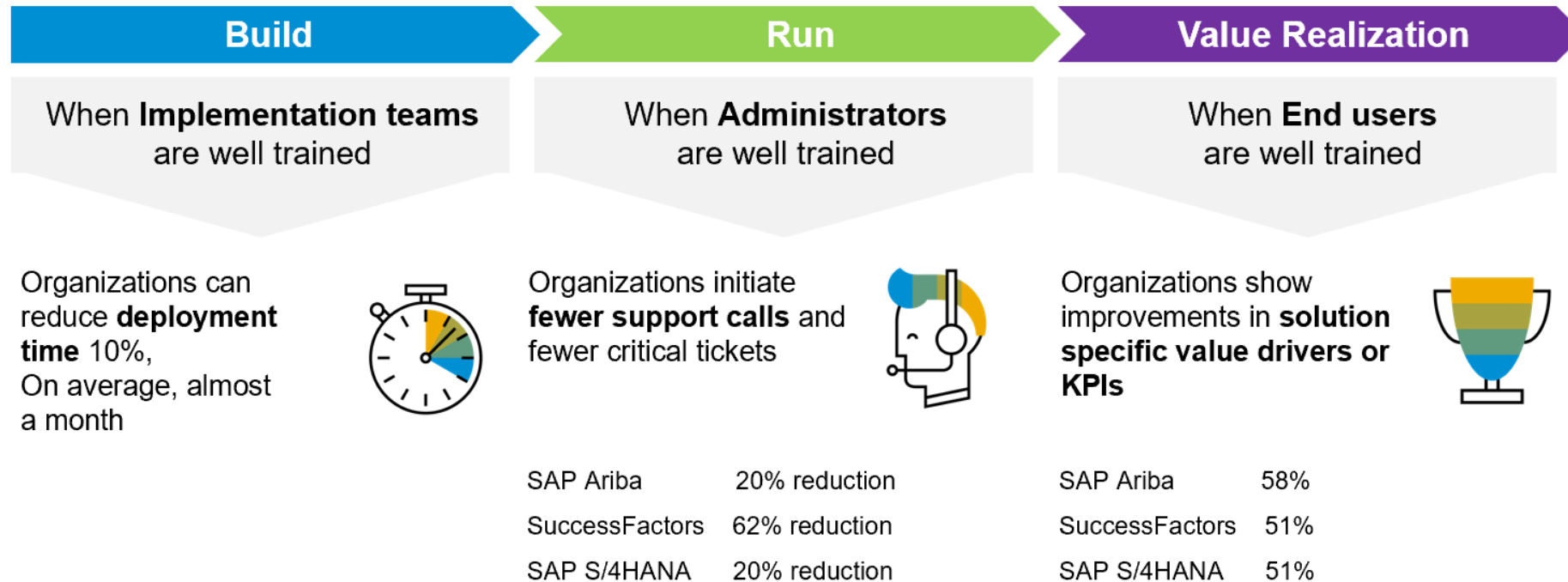
The success of SAP's customers depends on skilled consultants

„SAP strongly recommends that all consultants engaged in cloud projects should be certified and be current"

HIGHER SOLUTION ADOPTION

REDUCED IMPLEMENTATION TIME

REDUCED # OF SUPPORT TICKETS

LESS ESCALATIONS

- Customers need an objective proof of the consultant's knowledge to select the right professionals to implement an SAP solution at their organization

- Delivery Quality – and thereby Product Adoption and Customer Success – depends on how consultants build their skills and keep them current. It is also a major factor for achieving TCO goals (lowering number of how-to-messages)

Knowledgeable experts drive transformation success

Build	Run	Value Realization
When **Implementation teams** are well trained	When **Administrators** are well trained	When **End users** are well trained

Organizations can reduce **deployment time** 10%, On average, almost a month

Organizations initiate **fewer support calls** and fewer critical tickets

Organizations show improvements in **solution specific value drivers or KPIs**

SAP Ariba	20% reduction
SuccessFactors	62% reduction
SAP S/4HANA	20% reduction

SAP Ariba	58%
SuccessFactors	51%
SAP S/4HANA	51%

Source: IDC White Paper, sponsored by SAP, How Much Is Enough? Defining How Much Training Is Required to Achieve Maximum Business Value, August 2018

Technology skills decay fast

Every SAP Professional needs to fresh-up their SAP knowledge every year.

Percentage of relevance

100%

50%

School

University

Technology

Professionals

After 10 years

After 20 years
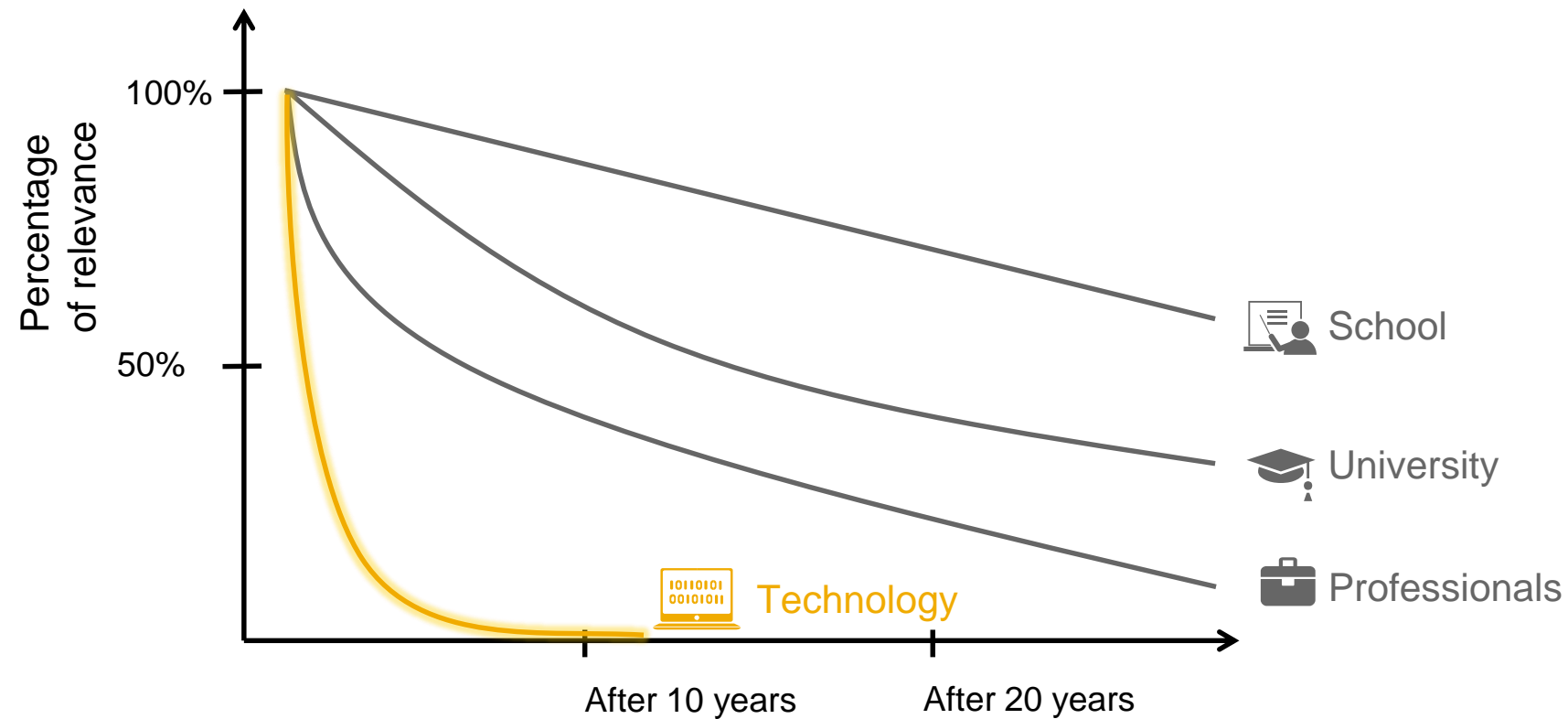
Source: McKinsey, Leading Organizations, 2017

Up-to-date skills require continuous learning - especially for cloud products

SAP Release Calendar 2020

	Q1			Q2			Q3			Q4		
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
SAP S/4HANA Cloud	●			●				●			●	
SAP SuccesFactors					●						●	
SAP Cloud for Customer	●			●			●			●		
SAP Ariba		●			●			●			●	
SAP Fieldglass		●			○			●			○	
SAP Concur	●	●	●	●	●	●	●	●	●	●	●	●
SAP Analytics Cloud		●			●			●			●	
SAP IBP	●			●			●			●		

VISUALIZATION

● FUNCTIONAL RELEASE - RTC   ○ MINOR RELEASE - RTC
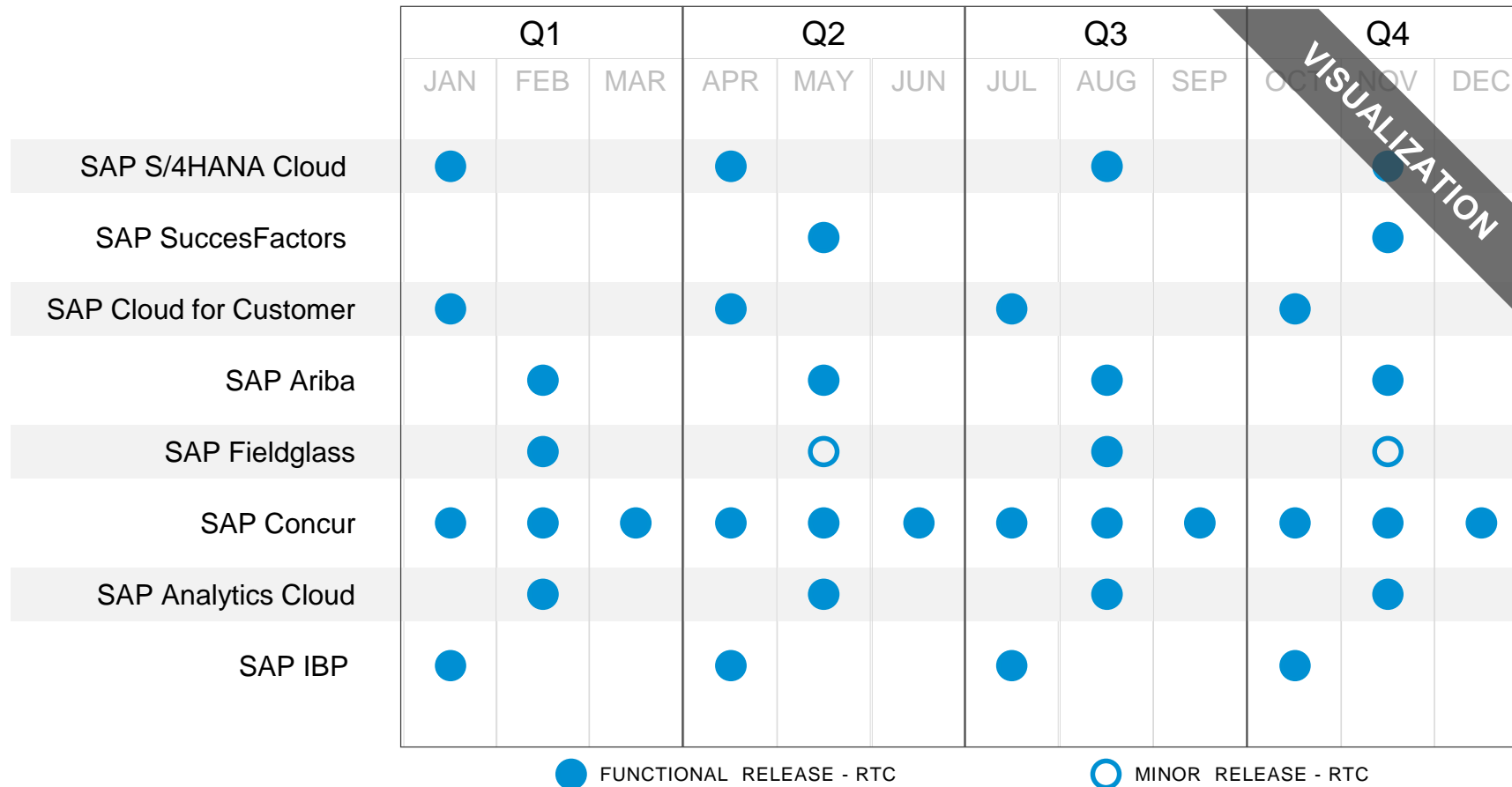
- Unlike on-premise products, which have a major functional release annually once, cloud products get more frequently updated.

- For the professionals who implement and use the solution, it is essential to have a timely knowledge about the new features and functions.

- It is key to not only become competent, but also to stay current.

SAP advices customers to work with certified and current professionals

Partner Delivery Quality Framework
Driving partner consequence and reward management

Partner Delivery Quality

Introduce **new competency based partner program** based on three pillars that drives consequences and reward

Knowledge
- Certified Consultants
- Test & Demo tenant

Customer Success
- Delivered projects
- Customer feedback

Expertise
- Portfolio Coverage
- Partner IP

Competency Recognition

To be a SAP Partner you need to have at least one competency - otherwise SAP will terminate the partnership

Competencies are designed to reflect partners capabilities and quality

SAP will promote via SAP.com and collaborate only with partners that have a competency recognition

- SAP provides easy to consume content

- SAP is building up enforcement strategy via the Partner Consequence and Reward Management

A Learning Journeys is the first step for starters and seasoned experts alike

GET CERTIFIED

STAY CURRENT
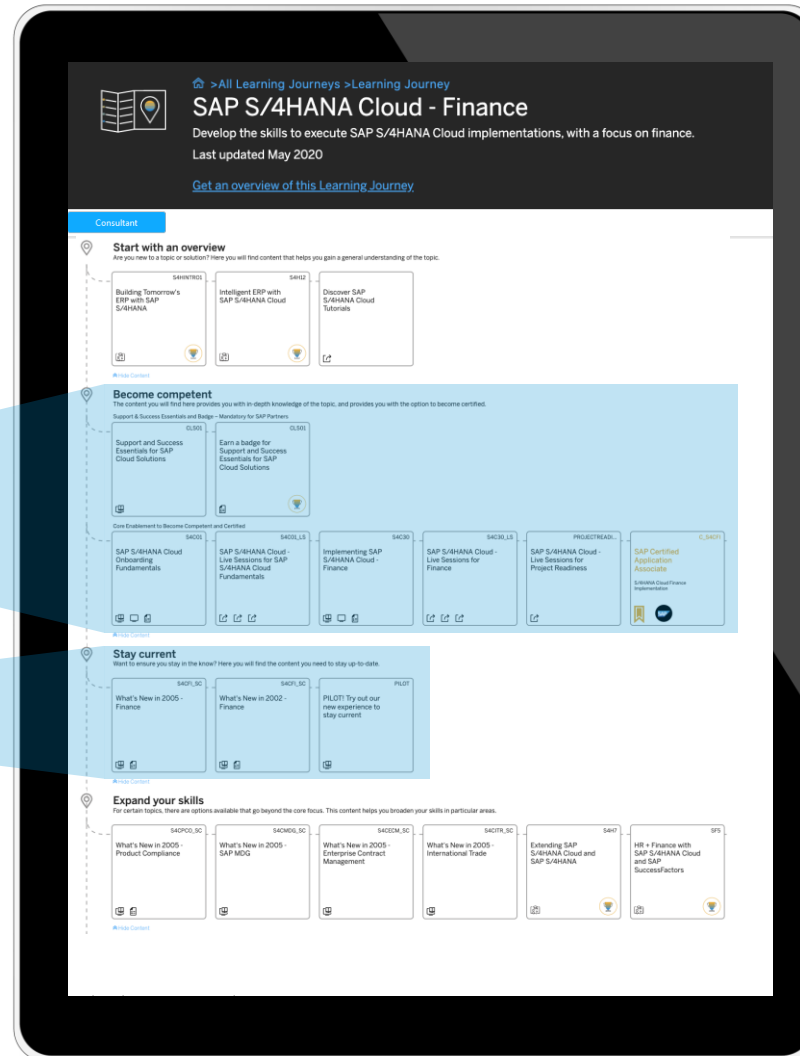
- Learners can get guidance from interactive visual maps illustrating recommended paths to get certified and stay current.

- The Learning Journey is a great starting point, regardless if one would like to learn in a training center near by or prefer to study on-line

- Also certification can be done physically in a training center or via an on-line proctored exam.

Our goal is to offer the Stay Current Program for every SAP Cloud product

SAP SuccessFactors ♡

SAP Ariba ⋀⋀

SAP S/4HANA Cloud

SAP Marketing Cloud

...

Q3 2016	Q3 2018	Q4 2020
SAP SuccessFactors	*SAP S/4HANA Cloud*	*SAP S/4HANA Cloud*
		planned

SAP Ariba
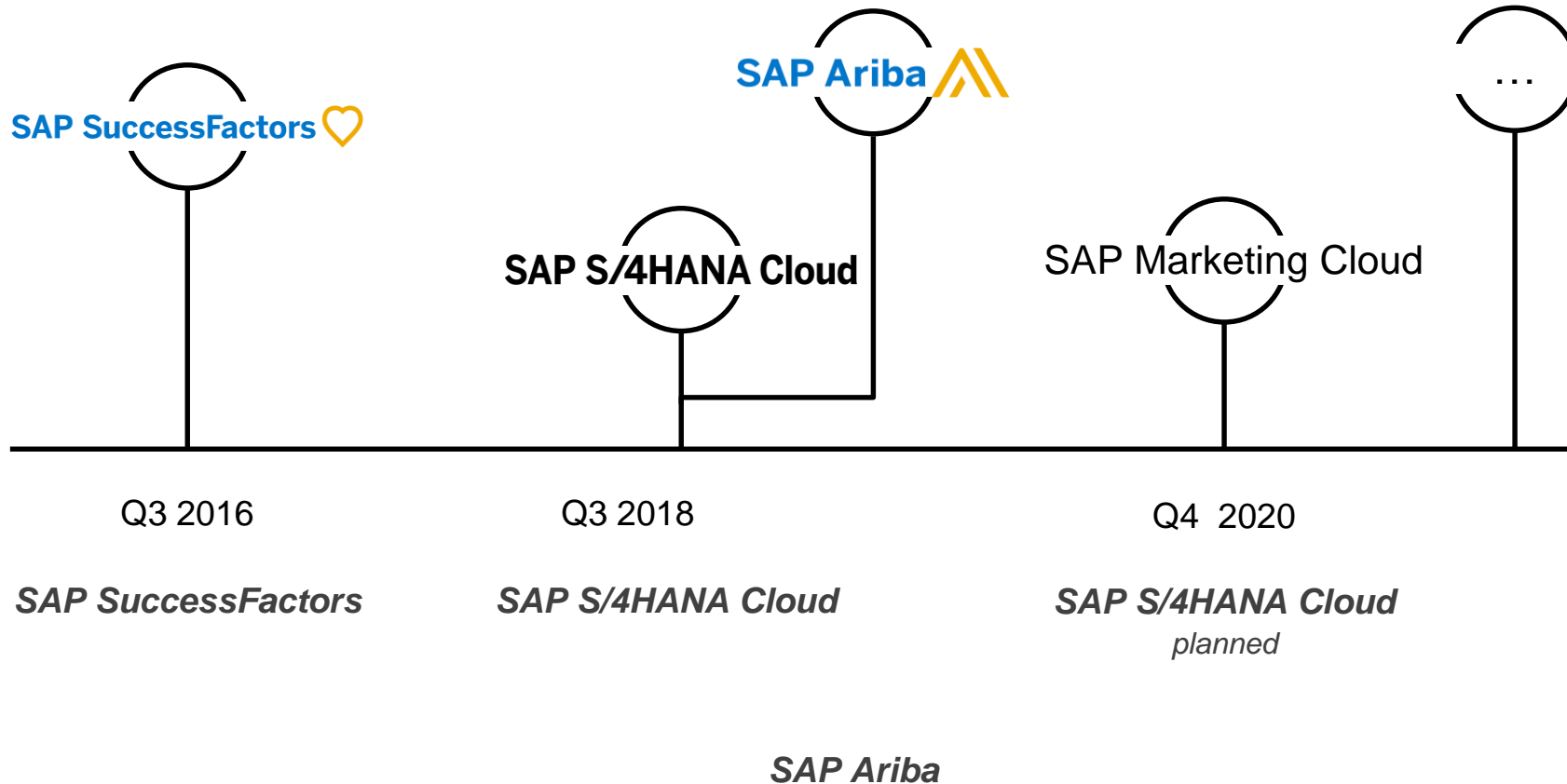
Learners can keep skills up-to-date and stay current with SAP certifications – with training and exams that are continuously updated for every SAP cloud product release.

Stay current programs are available for:

- SAP SuccessFactors Certification & Delta Schedule

- SAP S/4 HANA Cloud Certification & Delta Schedule

- SAP Ariba Certification & Delta Schedule

New Stay-Current experience: bringing everything together from the Learner Perspective!

What are the new release Highlights?

For each Highlight: what is it about?

Can I get 1st Hand Info from Product Management?

Where can I look up details for a specific topic?

…and how can I do all that with a **nice consumption experience** and **minimum time required?**

How can I check / assess that I looked at everything important?

How can I get my Hands on a System?

How can I prove I did it related to my Certification / Badge?

Are there any carrot & stick Rewards or Sanctions?

The Stay Current experience is simplified via the new web app on SAP Learning Hub
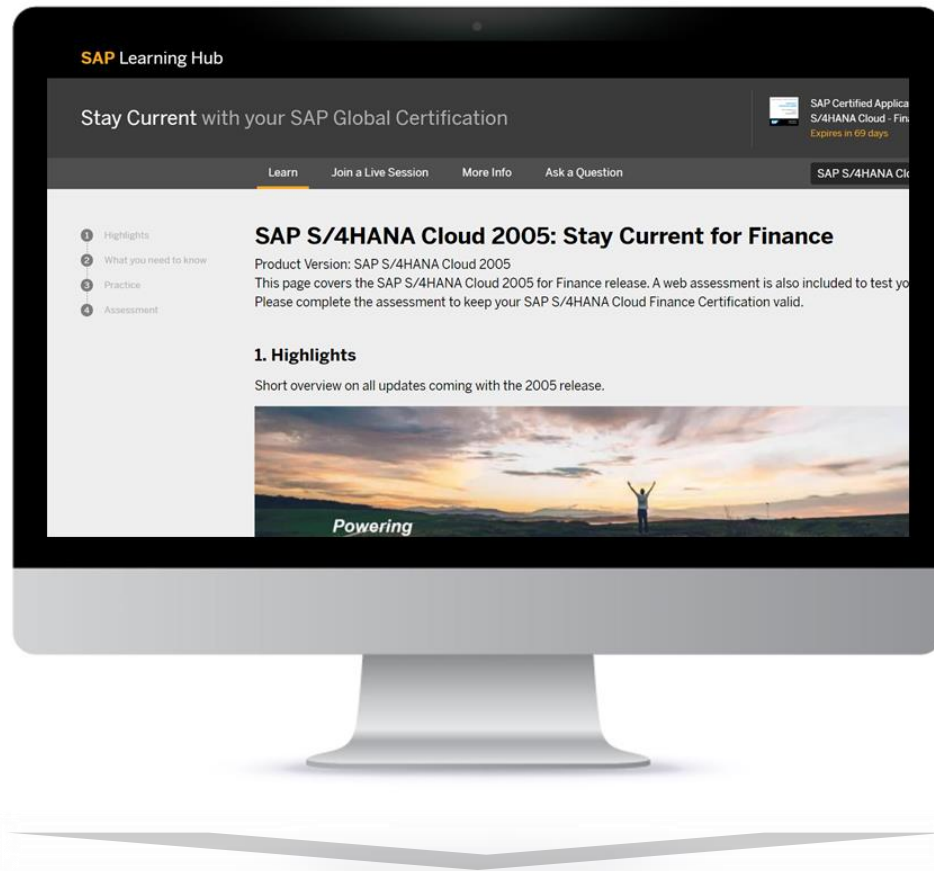
The SAP Stay Current Web App is included in the SAP Learning Hub subscription

- A new user experience is piloted as a web-viewer for SAP S/4HANA Cloud Finance.

- A whole new user interface to provides learners with a simple learning experience for staying current.

- It includes all relevant content and services, including highlight videos, webinars, assessments, Live Access, Learning Rooms and more.

Outlook: Stay Current Mobile App (Prototype)

1. Improve skills
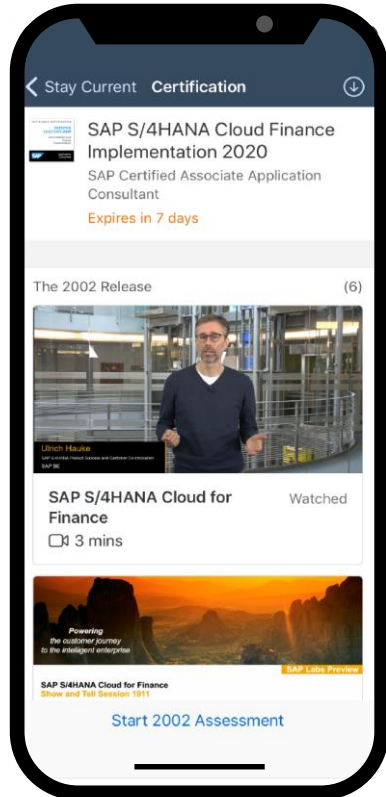
2. Keep certification valid
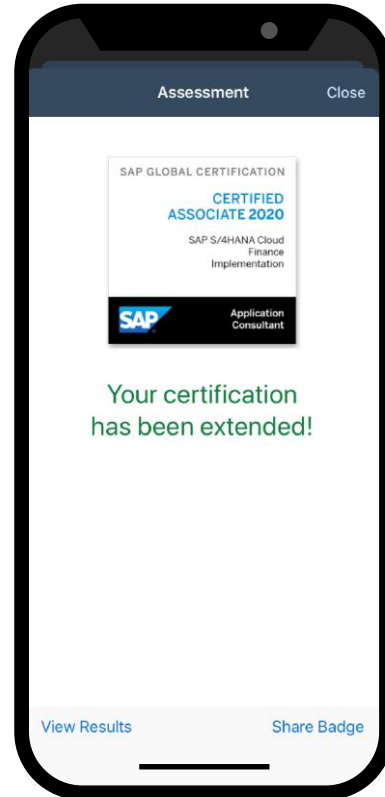
3. Manage badges
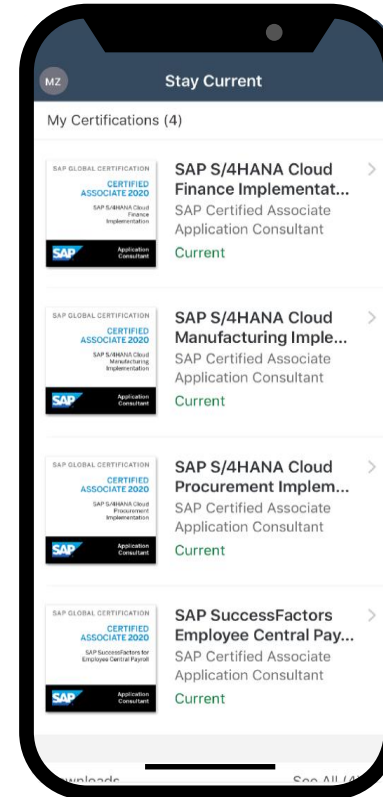
- Prototype to consume Stay Current Content and absolve assessments via a mobile app

- Must-have information will be available here to keep a certification current

- Complementary content, e.g. Live Access will be available in the Stay Current Web App

- The content will be available off-line.

How can you check if your consultants are certified and current

- After passing a certification or a stay current assessment, SAP issues a badge in Acclaim

- The certified professional can send a link to the badge in Acclaim via e-mail, or can be display it to a LinkedIn or other social media profile

- The Stay Current relevant certifications expire after a grace period if not renewed via a Stay Current assessment

Take-Away:
Successful projects require Consultants who build and sustain their skills

GET CERTIFIED		STAY CURRENT		SKILLS FOR SUCCESS
🎓	**+**	🔄	**=**	👍

SAP GLOBAL CERTIFICATION

CERTIFIED ASSOCIATE

SAP S/4HANA Cloud Implementation with SAP Activate

SAP Application Consultant
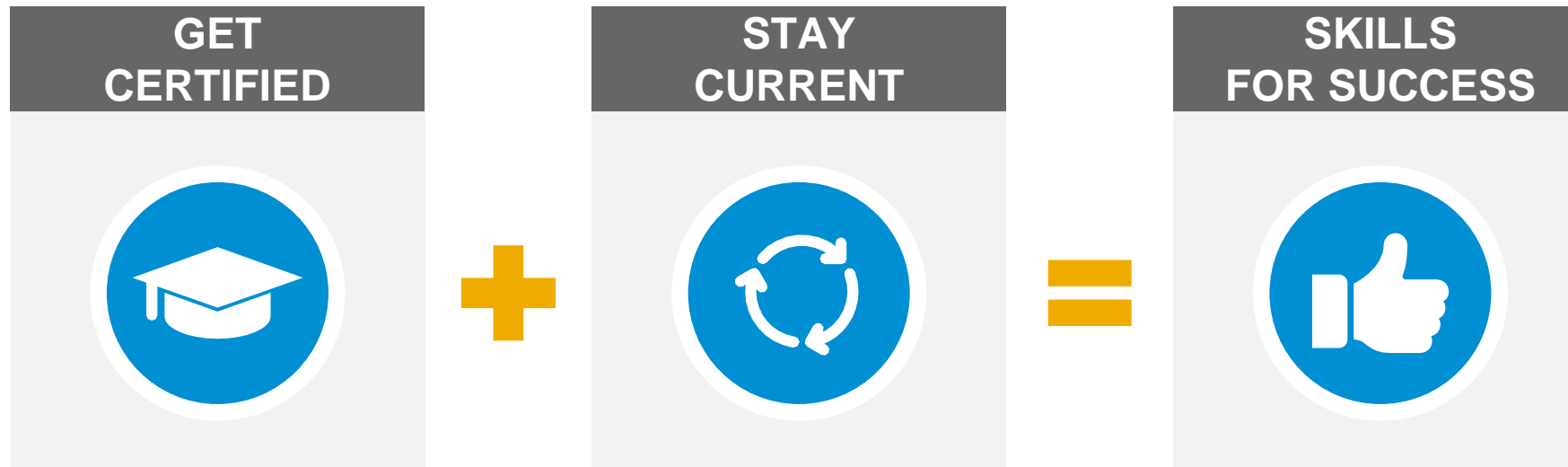
Consultants can show off their acquired skills publicly (e.g. on LinkedIn) via **Digital Badges**

Certifications are issued once and kept active by absolving the Stay Current Assessments

Thank you.

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