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

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May 2020
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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”

- 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)

- Higher Solution Adoption
- Reduced Implementation Time
- Reduced # of Support Tickets
- Less Escalations
Knowledgeable experts drive transformation success

- **Build**
  - When **Implementation teams** are well trained
  - Organizations can reduce **deployment time** 10%, On average, almost a month
  - Examples:
    - SAP Ariba: 20% reduction
    - SuccessFactors: 62% reduction
    - SAP S/4HANA: 20% reduction

- **Run**
  - When **Administrators** are well trained
  - Organizations initiate **fewer support calls** and fewer critical tickets
  - Examples:
    - SAP Ariba: 58%
    - SuccessFactors: 51%
    - SAP S/4HANA: 51%

- **Value Realization**
  - When **End users** are well trained
  - Organizations show improvements in **solution specific value drivers or KPIs**
Technology skills decay fast

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

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

- 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.

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### SAP Release Calendar 2020

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- FUNCTIONAL RELEASE - RTC
- MINOR RELEASE - RTC
SAP advises 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

- 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

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

- 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 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

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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