



TOGETHER

WE GOT

THIS

SAP's Response to COVID-19



# TOGETHER WE GOT THIS

We're seeing amazing collaboration across borders and industries to help our world respond and heal. And we're seeing astounding examples of resolve and leadership within organizations like yours.

Together, we can equip your business to take control amidst the chaos of today so that you can take care of the people that define your company, support your customers, and set you up for your best future.

**Over the past two months, nearly 300,000 customers have taken advantage of our offers.**

See [Practical Help to Tackle COVID-19 Disruptions](#) for more information.

## HOW SAP CAN HELP YOU RIGHT NOW

Increase your resilience and ability to quickly adapt to meet the challenges as they come — from supply disruptions, to surging or waning customer demand, to the rapid acceleration or decline in the people you need to run your business day to day.

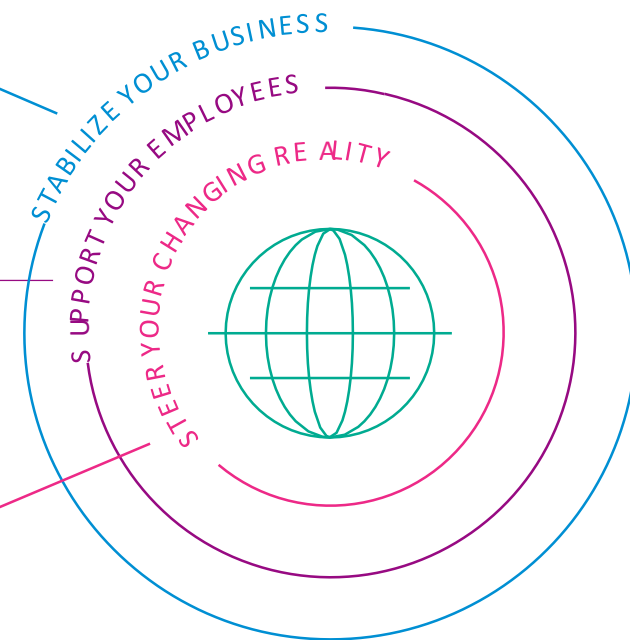
- Access to the world's largest global commerce network for buyers and suppliers
- Solutions to improve visibility, planning and logistics in your supply chain
- Ability to quickly find essential talent to meet temporary needs

A flexible, versatile workforce will help your business overcome current challenges and define your new future. Help your people get what they need to grow, stay motivated, and emerge even stronger than before.

- Access to on-demand training to support remote working
- Fully digital upskilling, reskilling, and onboarding platforms
- Open online courses on technology and innovation for learners of all ages

Keep track of what is happening with your employees, customers, citizens, distributors, and suppliers, so you can quickly adjust to meet the needs of today and be ready for tomorrow.

- Employee, customer, and brand pulses
- Supplier pulse to have more confidence you will get what you need when you need it
- COVID-19 specific resources for Public Health authorities and governments



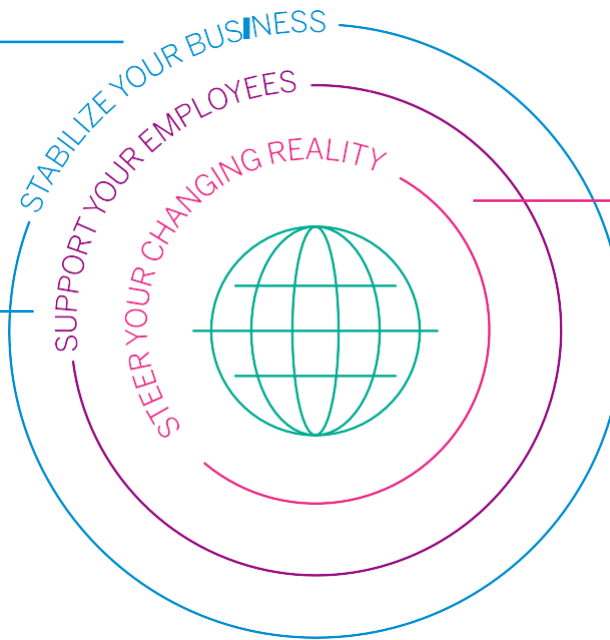
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## STABILIZE YOUR BUSINESS

- [SAP Ariba Discovery](#)
- [SAP Ariba Start Sourcing](#)

## SUPPORT YOUR EMPLOYEES

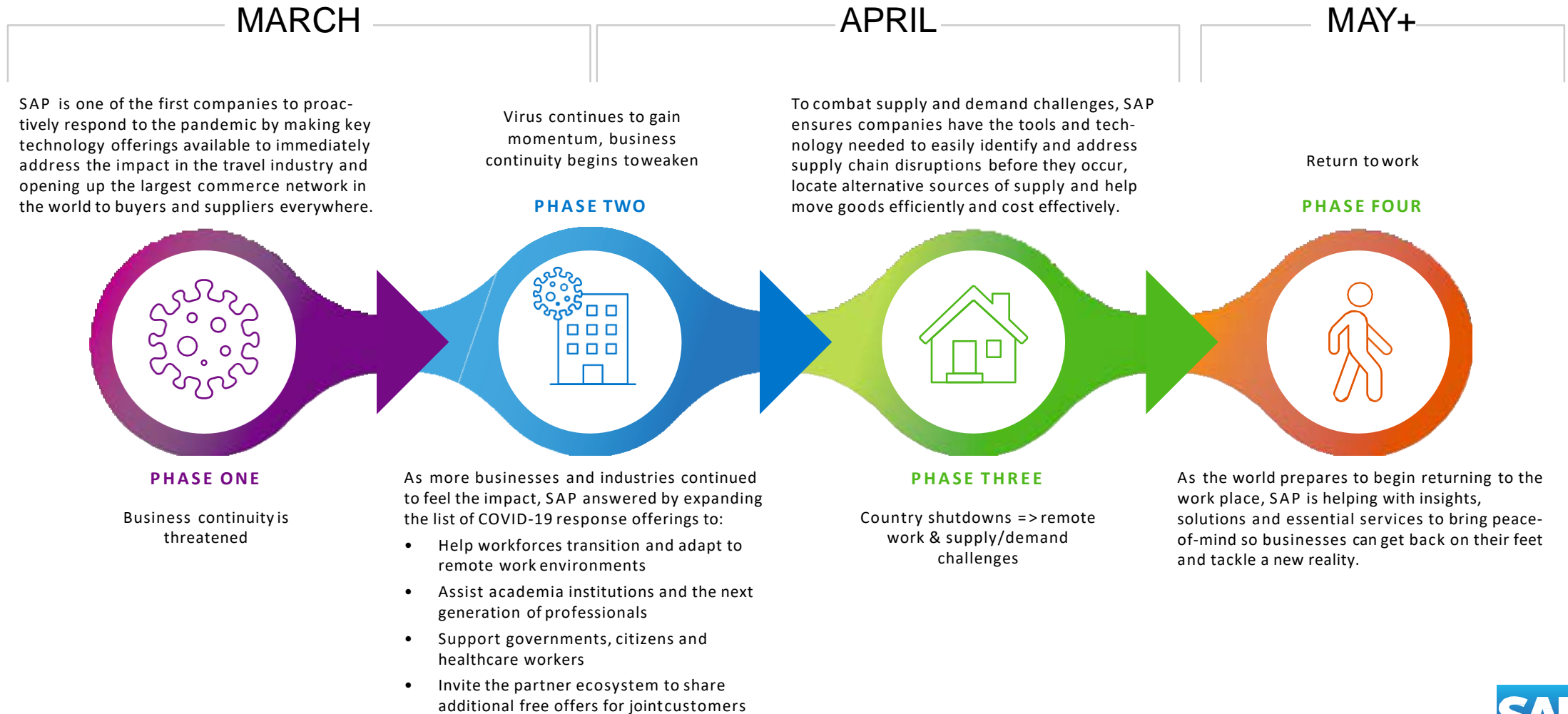
- [OpenSAP](#)
- [SAP LearningHub](#)
- [SAP Young Thinkers](#)
- [SAP Litmos](#)
- [Remote Education](#)
  - Remote Educator Pulse
  - Remote Learning Pulse
  - Higher Ed Remote Learning Pulse
  - K-12 Remote Learning Pulse



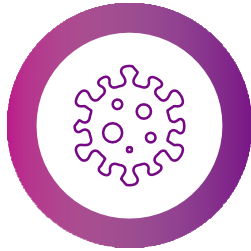
## STEER YOUR CHANGING REALITY

- [Remote + On-site Work Pulse](#) by Qualtrics
- [Customer Confidence Pulse](#) by Qualtrics
- [Brand Trust Pulse](#) by Qualtrics
- [Supply Continuity Pulse](#) by Qualtrics
- [Return to Work Pulse](#)
- [Frontline Connect](#)
- [Public Health](#)
  - COVID-19 Case Reporting and Monitoring
  - COVID-19 Pre-Screen & Routing
  - COVID-19 Dynamic Call Center

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## PHASE ONE: Business continuity is threatened

- [SAP Ariba Discovery](#)
- [Triplt Pro Upgrade](#)  
(promotion completed)

THE WALL STREET JOURNAL

IT'S TIMES LIKE THESE  
WHEN YOUR SUPPLY  
CHAIN NEEDS A  
TRUSTED PARTNER  
WE WANT TO HELP.

*With the largest business network in the world, representing over 4 million suppliers in over 190 countries and \$3.21 trillion in commerce, SAP® wants to help ensure that your supply chain remains unbroken. That's why we're opening access to SAP Ariba Discovery, so any buyer can post their immediate sourcing needs, and suppliers can respond with their ability to deliver the goods and services required. **PNB** no fees to post, and no fees to respond.*

*No matter what challenges lie ahead, we'll tackle them the way we always do: Together.*

To learn more, go to [my.ariba.com/Discovery](http://my.ariba.com/Discovery)

THE BEST RUN 



# 3,261

Buyers and suppliers leveraging SAP Ariba Discovery

SAP helped a client secure 500 hospital beds in just 30 minutes — and it shows the power of digital transformations in helping companies respond to the coronavirus pandemic

BUSINESS  
INSIDER



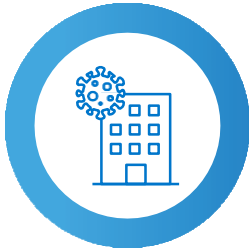
# 217,000

Travelers aided by Triplt

State Department warns Americans not to travel abroad amid coronavirus pandemic

The Washington Post

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## PHASE TWO: Virus continues to gain momentum, business continuity begins to weaken

- [Remote Work Pulse by Qualtrics](#)
- SAP Digital Learning Initiatives
  - [OpenSAP](#)
  - [SAP University Alliances](#)
  - [SAP Young Thinkers](#)
- [SAP Litmos](#)
- [Remote Education Pulses](#) by Qualtrics
- [Healthcare Workforce Solutions](#) by Qualtrics and EY
  - COVID-19 Case Reporting and Monitoring
  - COVID-19 Pre-Screen & Routing
  - COVID-19 Dynamic CallCenter
- Partner Ecosystem free solutions through the [C19FREEACCESS](#) page on the SAP Community



### Thrive Global

SAP, Qualtrics and Thrive Global have teamed up in a unique data-driven storytelling partnership to help organizations and their workforces navigate working from home. Businesses of all sizes can learn how your employees are feeling and support them with the best tools and resources to ensure they can thrive in this new work environment.



### 1BLives Sprint to fight COVID-19

SAP's social intrapreneurship program launched a COVID-19 sprint initiative to accelerate creative solutions to managing the COVID-19 outbreak by leveraging SAP's people, technology and resources. In six short and challenging weeks nearly 1000 colleagues got involved, sending in 487 ideas to 1BL Covid-19 Sprint. Four projects have been selected for further development.



### SAP COVID-19 Emergency Fund

SAP has established a €3 million COVID-19 Emergency Fund to support the urgent needs of the World Health Organization (WHO), the CDC Foundation, and smaller nonprofits and social enterprises that work on the front lines serving local communities in crisis.

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## PHASE THREE: Country shutdowns => remote work & supply/demand challenges

- [COVID-19 Customer Confidence Pulse](#) by Qualtrics
- [COVID-19 Brand Trust Pulse](#) by Qualtrics
- [SAP Integrated Business Planning for Supply Chain](#)
- [Supply Continuity Pulse](#) by Qualtrics and SAP Ariba
- [Bridge-IT app](#) by SAP and Qualtrics
- [SAP Ariba Start Sourcing](#)



### SAP Purpose Network Live

A virtual platform fostering collaboration and conversations on the challenges and opportunities to create positive economic, environmental and social impact within planetary boundaries, with a focus today on addressing solutions to the disruptions caused by COVID-19. This forum brings together partners, customers, influencers and entrepreneurs in a live event format to showcase their work with SAP related to responding to the COVID-19 crisis, providing a space for collaboration and support of relief efforts for COVID-19 on a weekly basis.



### AMEX Stand for Small Initiative

SAP, along with more than 40 companies, have joined the 'Stand for Small' Coalition organized by our customer and partner, American Express. The Stand for Small coalition is providing millions of U.S. small businesses with support through valuable services, offers and access to tools and expertise, among other benefits via an easy-to-use centralized digital platform. This helps them as they reduce their operating expenses, manage their teams remotely, enhance their digital capabilities, and address other needs during this pandemic. The [SAP Stand for Small](#) landing page features 10 limited-time offers to help small improve decision-making, empower their workforce and navigate through disruption.

### SAP4KIDS

Over 123,000 school closures are impacting 54.8 million students and their families. SAP has partnered with GENYOUth, the child health and wellness nonprofit, to create the SAP4Kids Program, which helps families find food and other resources during this crisis. Through the combined power of SAP technology and GENYOUth's unmatched access to school communities, these programs aim to connect people to local resources, while also providing ways that organization can offer additional support.



### SAP and Deutsche Telekom Contact Tracing App

By request of the German government, SAP and Deutsche Telekom are developing an app that would warn users if they come within two meters of someone infected with COVID-19. To ensure users' data security, all data will reside in a decentralized system – meaning that the data will be stored on smartphones as opposed to a central server. The app will maintain interoperability with solutions used by other European countries, and use of the app will be voluntary, as will be the option to donate additional data for epidemiological research.



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## PHASE FOUR: Return to Work

- [Back to Business](#) solutions by Qualtrics
  - Front Line Connect
  - Customer Confidence Pulse
  - Digital Open Door
- [Return to Work Pulse](#) by Qualtrics
- [Essential Business Services](#) from SAP
- [SAP Environmental Health and Safety](#)
- [Learning and Upskilling Acceleration](#)
- Fieldglass Talent Marketplace (coming soon)





# PARTNER ECOSYSTEM INTEGRAL SAP COVID-19 RESPONSE

## JOINTLY CONNECTING WITH OUR CUSTOMERS

- [C19FREEACCESS](#) site open to all partners 51 currently in marketing with 27 additional in planning
- “Offers by SAP Partners” is now the most clicked offer since launch of the SAP.com COVID-19 page
- Partner offerings integrated into solution packages, such as Project Amplify. Offers currently live from Censia, Eightfold and Totango



9

joint offers currently in market in collaboration with strategic partners Accenture, Deloitte, EY, IBM and McKinsey with 42 additional in planning

4

offers in market co-selling with Microsoft + GSSPs, 15 in planning

## SAFEGUARDING THE HEALTH OF OUR PARTNERS

### [COVID-19 Partner Resource Center](#)

Offered to all 21K partners, primary benefits

- Program level protected and fees postponed
- MDF expiration extended
- Free access to software and certifications to maintain and grow skills.



2,000

vouchers for Free SAP Global Certification for SAP S/4HANA & SAP S/4HANA Cloud

6,000

vouchers for Free Access to SAP S/4HANA Training System



**THANK  
YOU**

