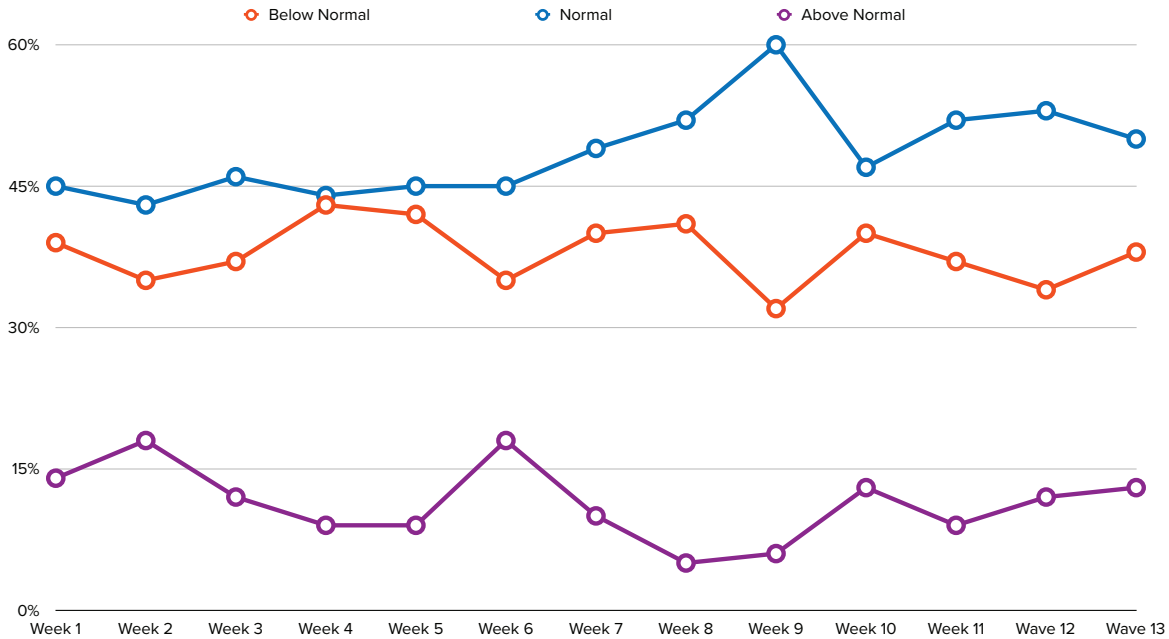


Changes in Operations Due to COVID-19

Levels of operations remain consistent with the average we have tracked since March 20, with half of organizations operating normally as of Aug. 7. When compared with July data, we saw a slight uptick in organizations operating at below-normal levels and a slight decrease in those operating at normal levels.



Virtual Event Activities SAP Customers Find Most Engaging

On average, respondents have attended 13 webcasts and four virtual events in the past three months. The top virtual event activity respondents pay the most attention to are thought leadership presentations, followed by Q&As with presenters or subject matter experts answering attendees' questions.



Thought leadership presentations (no sales pitch)

57%



Q&As with presenters or subject matter experts answering attendees' questions

51%

