



One Skill, Two Skill, Upskill, New Skill!

Courses, materials, and resources for SAP training included with SAP Enterprise Support

Oliver Hid Arida – Customer Engagement, Midwest, SAP

VerNeil Mesecher – Customer Engagement Events Liaison, North America, SAP




PUBLIC

A close-up photograph of a person's hands holding a tablet computer. The screen displays a colorful pie chart and some text. Another person's hand is visible on the right, pointing at the screen. The background is blurred, showing a desk with a pair of glasses and a brown object. The text is overlaid in a bold, yellow font.

Challenges Customers are Facing in Keeping up with the Digital World – Joint User Group Research

ASUG Global Research – 2022

Why SAP Customers Cannot Keep Pace

		
Lack of resources	Lack of resources	Adverse to change
Adverse to change	Decision-making is too long	Lack of resources
Too many customizations	Adverse to change	Decision-making is too long



ASUG is the world’s largest SAP user group. Originally founded by a group of visionary SAP customers in 1991, its mission is to help people and organizations get the most value from their investment in SAP technology. ASUG currently serves thousands of businesses via companywide memberships, connecting more than 130,000 professionals with networking and educational resources to help them master new challenges. Through in-person and virtual events, on-demand digital resources, and ongoing advocacy for its membership, ASUG helps SAP customers make more possible.

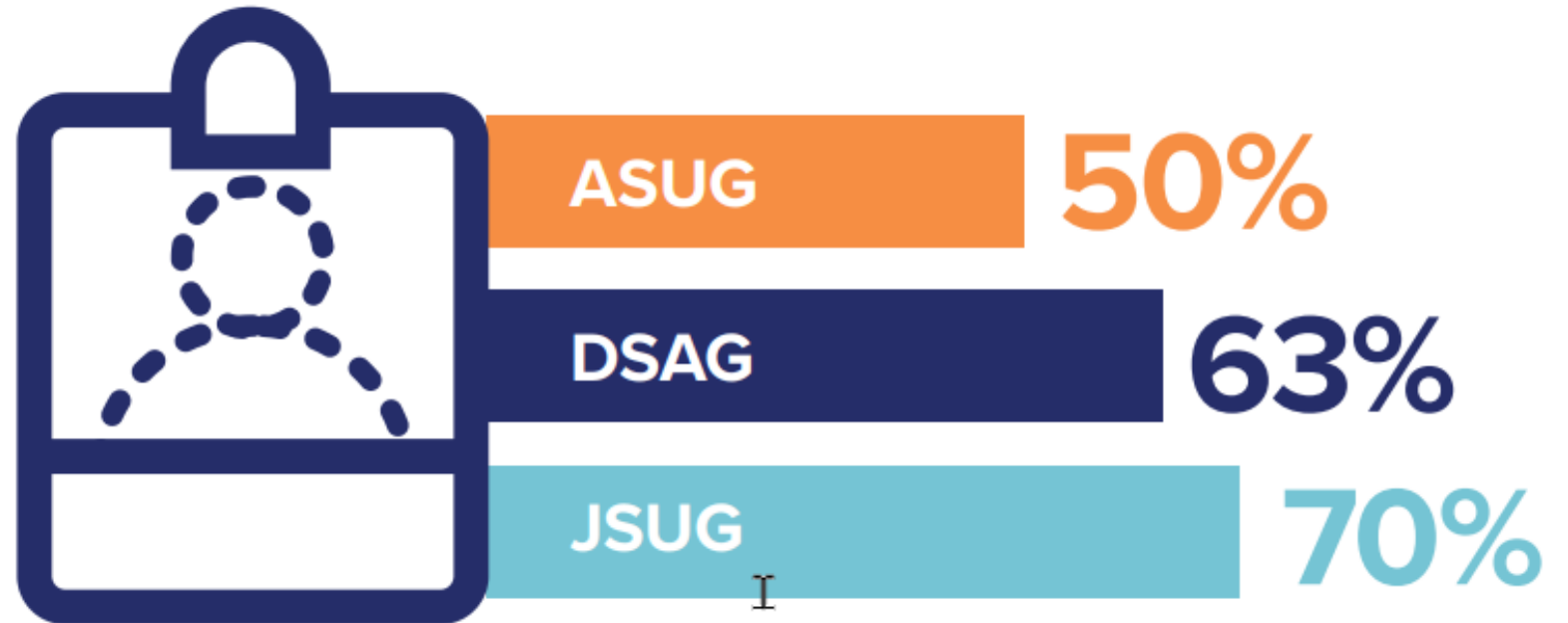
About the Research

ASUG (Americas’ SAP Users’ Group), DSAG (Deutschsprachige SAP-Anwendergruppe), and JSUG (Japan SAP Users’ Group) worked to uncover workforce, technology, and marketplace changes among SAP customers. This research was fielded in June and July 2022; 492 ASUG, 434 DSAG, and 213 JSUG members participated.

Workforce Changes and Challenges

When asked, “What are (or were) key barriers or challenges to your organization’s innovation initiatives?-In-house skills/staff shortages”, below are how members responded.....

In-House Skill and Staffing Shortages

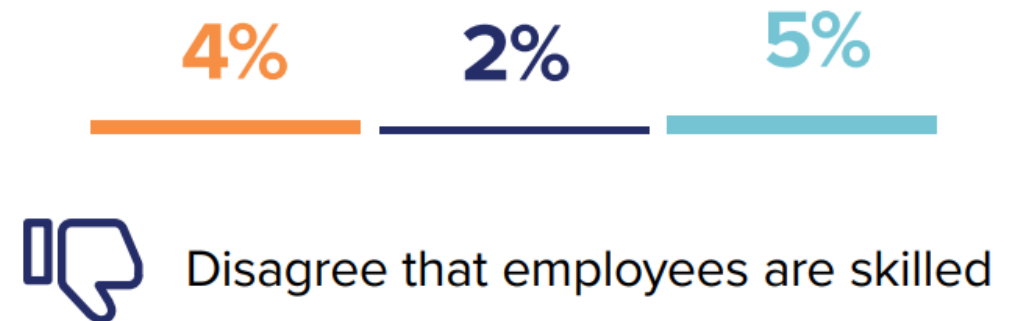
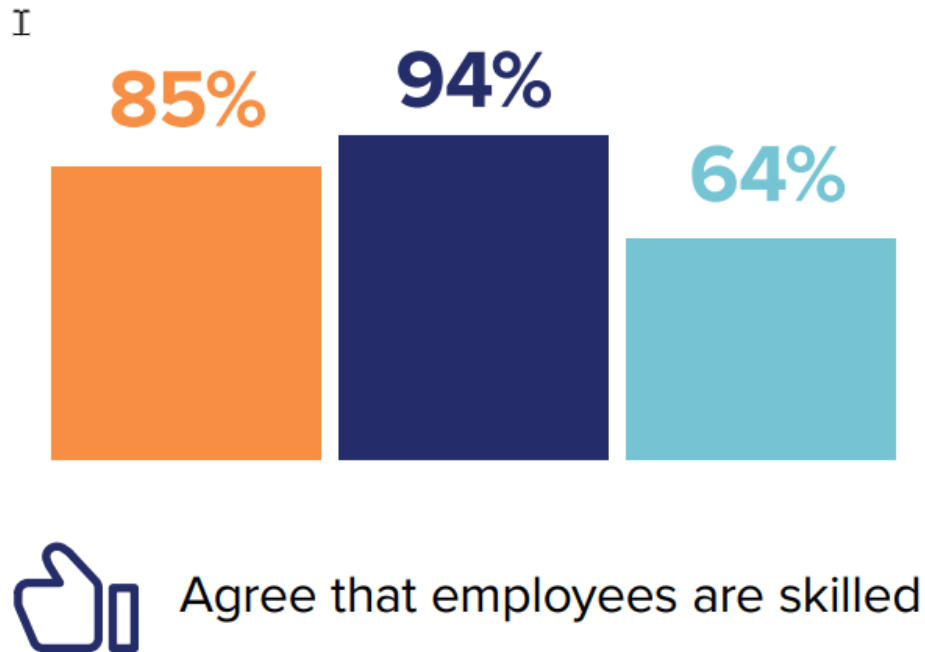


Workforce Changes and Challenges

When asked “To what extent do you agree or disagree with the following statement: I am properly skilled to do my job effectively and efficiently”, below are how members responded....

Employee Skillset Proficiency

ASUG DSAG JSUG

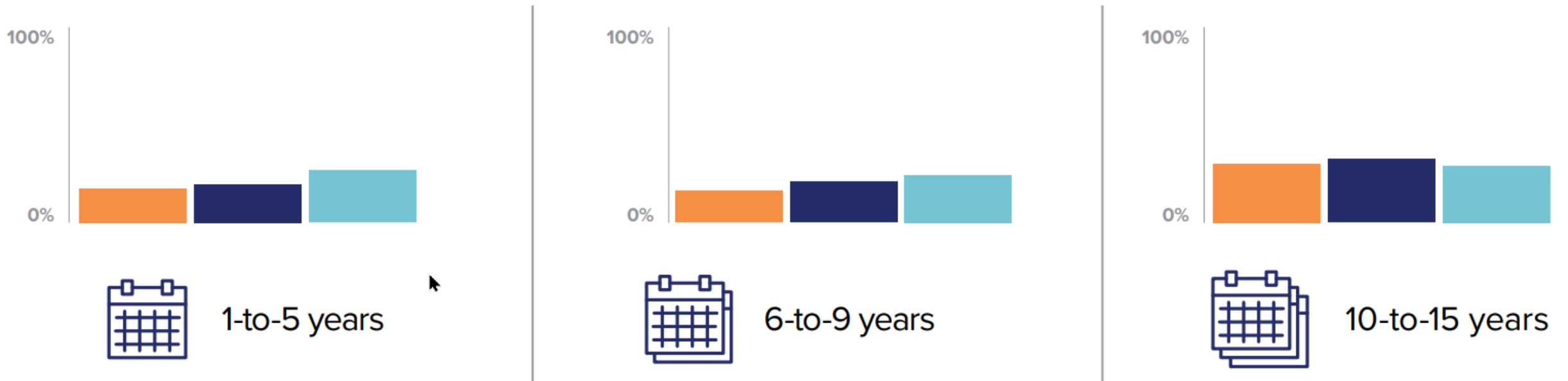


Workforce Changes and Challenges

When asked, "In how many years will you retire?", below are how members responded....

Anticipated Employee Retirement

ASUG DSAG JSUG



Key Takeaways

Recap of valuable feedback from the ASUG Global Research Survey



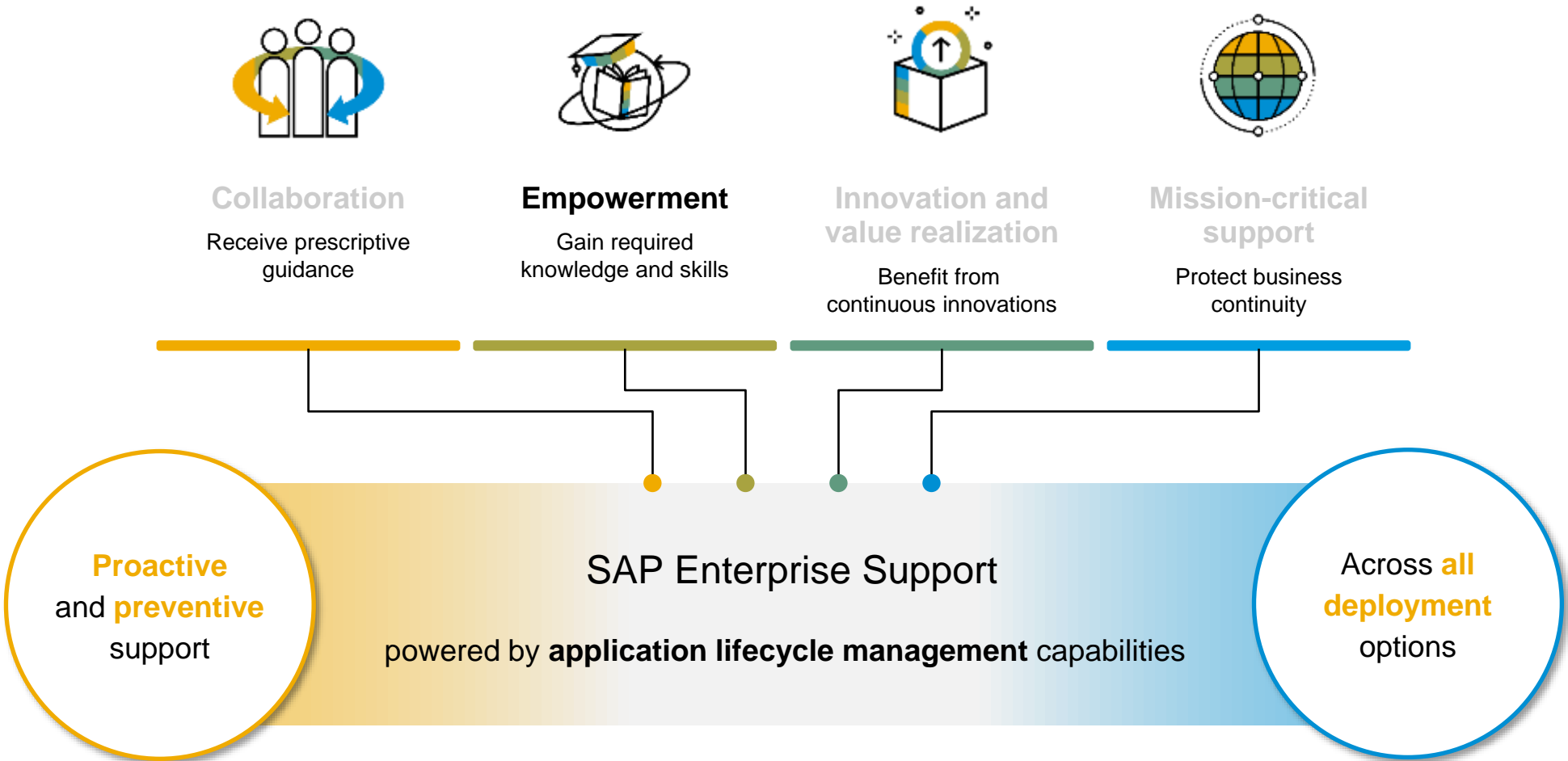
New technologies require new job roles to keep up. Proper staffing and support helps organizations overcome business transformation challenges, combat skills and staffing shortages, and overcome issues created by change management.

A close-up photograph of a person wearing blue nitrile gloves using a magnifying glass to inspect a green microchip on a circuit board. The background is dark and out of focus, showing a blurred person's head. The text is overlaid in a bold, yellow font.

**How can you leverage your SAP
Support investment to help with
these training and skillset
challenges?**

SAP Enterprise Support

Establish the foundation for your success



SAP Enterprise Support

Key deliverables for SAP on-premise solutions



Collaboration

Expert guidance

- SAP support advisory services
- Customer Interaction Center ([link](#))



Empowerment

Enablement for digital transformation

- SAP Enterprise Support Academy ([link](#))
- SAP Enterprise Support value maps ([link](#))
- Other additional enablement resources



Innovation and value realization

New features and business outcomes

- Remote services ([link](#))
- Releases, updates, patches
- Intelligent tools such as SAP Innovation and Optimization Pathfinder on Spotlight ([link](#))
- SAP Enterprise Support Advisory Council ([link](#))



Mission-critical support

Digital customer support experience

- Service level agreements
- SAP ONE Support Launchpad ([link](#))
- Real-Time Support ([link](#))



Application Lifecycle Management ([link](#))

Find more information about SAP Enterprise Support [here](#)

SAP Enterprise Support Academy

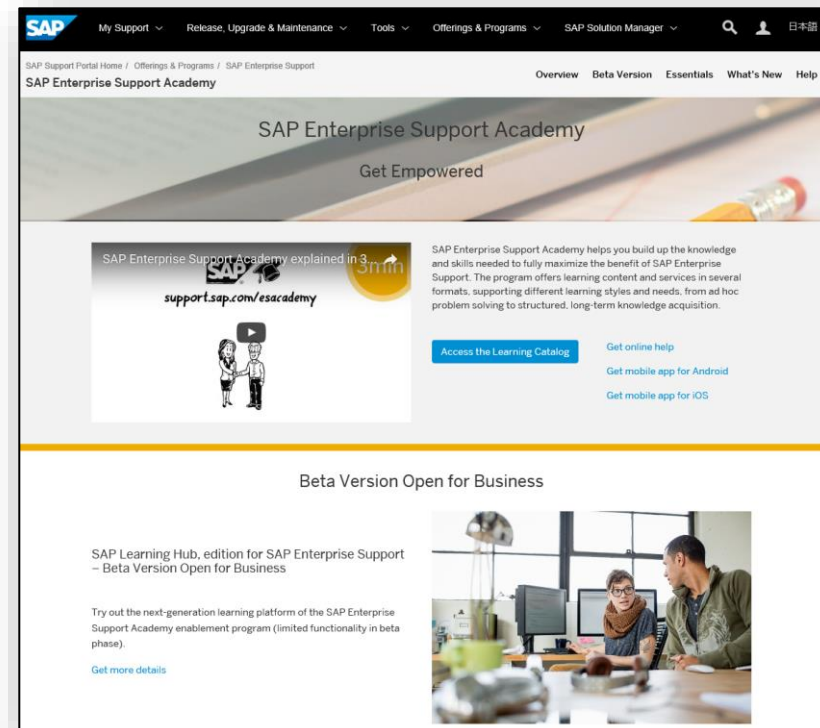


How we interact with our customers

SAP Enterprise Support Academy

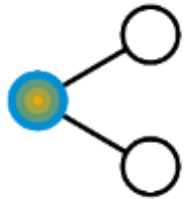
Build knowledge and skills and learn from experts.

- Helps you build up the knowledge and skills needed to fully maximize the benefit of SAP Enterprise Support
- Learning content and services in several formats, supporting different learning styles and needs, from ad hoc problem solving to structured, long-term knowledge acquisition
- Accelerated innovation enablement, best practices, expert-guided implementations, guided self-services, meet the expert, quick IQs
- <https://support.sap.com/support-programs-services/offerings/enterprise-support/academy.html>



Knowledge - SAP Enterprise Support Academy

Enablement for digital transformation



• **SAP Enterprise Support Academy** offers a wide range of educational content tailored to your needs. From self-paced and guided learning to expert-led live sessions, each customer can find the right format to skill up for the future.



High-impact knowledge transfer

services on integration, deployment, and system operations tailored for you, to improve digital business processes and performance



Accelerated learning

with prescriptive and social-driven guidance through live and on-demand support offerings and a personalized learning plan



Trusted expertise

from SAP Support engineers helps to close the skills gap of key users, IT and line-of-business experts to succeed in achieving your business outcomes, while boosting proficiency and fostering continuous innovation

Highlights

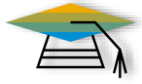
>> [Home page & sign-up](#)

1,400+
learning assets
and services

All
deployment scenarios
covered (cloud,
on-premise, hybrid)

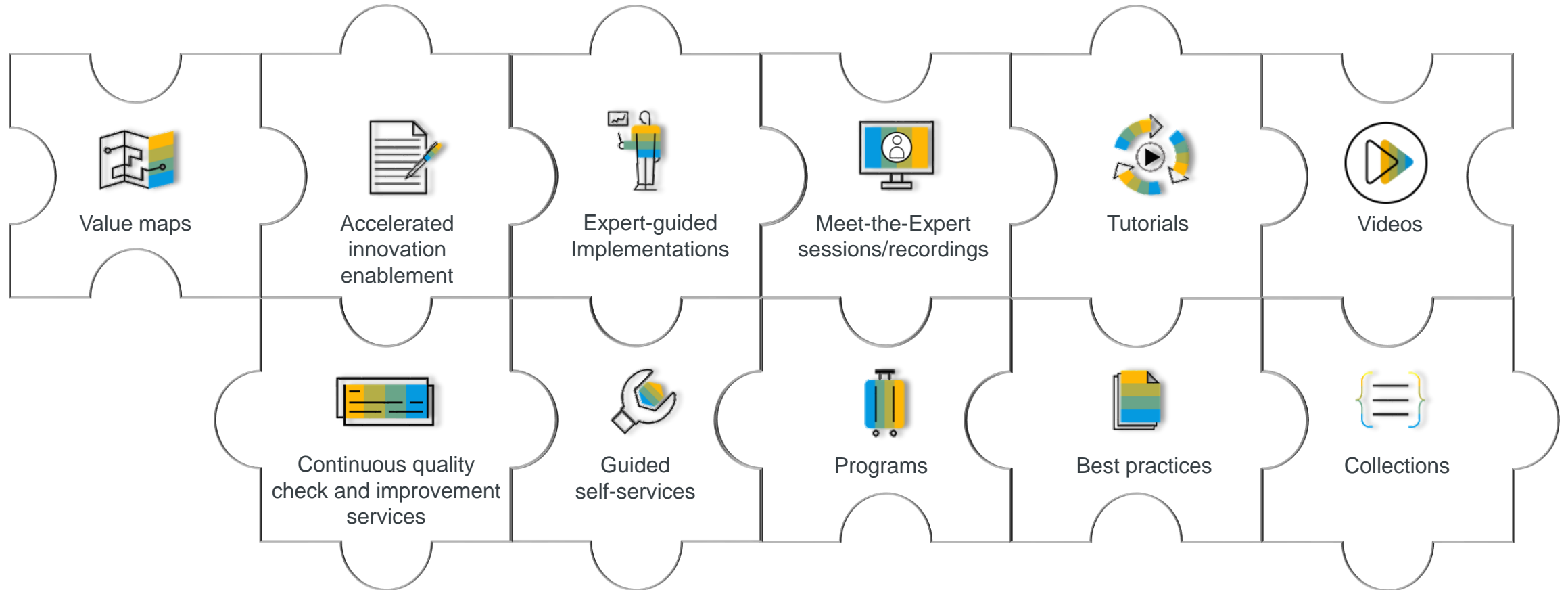
Included
in SAP Enterprise
Support at no
additional cost

13
SAP Enterprise
Support value maps
for more guidance and
collaboration



Empowerment

SAP Enterprise Support Academy – Delivery Formats



SAP Enterprise Support Value Maps



Knowledge – SAP Enterprise Support Value Maps

Your fast lane to support expertise

SAP Enterprise Support value maps – a collaboration program, which leads you through the knowledge, skills, experts and services needed to address business challenges and adopt intelligent technologies. Learn more [here](#).



Prescriptive guidance

Structured content enables guided journey, simplification, and accelerated consumption of content



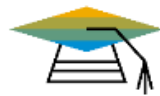
Social Collaboration

Forums allow you to exchange ideas and best practices with SAP experts and peers



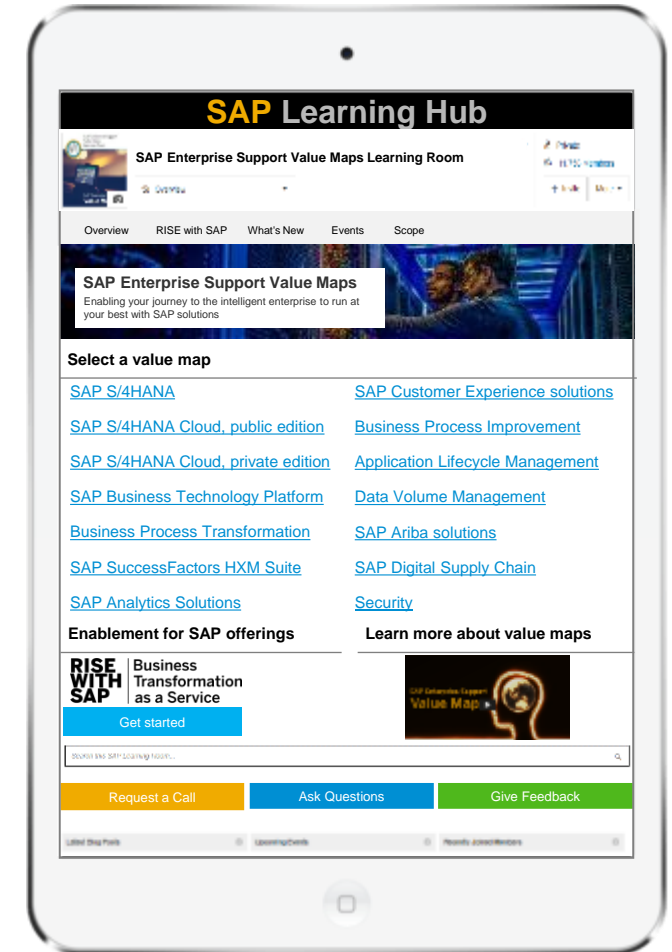
Expert access

SAP experts provide prescriptive guidance, best practices and technology insight



Enablement

Carefully curated learning content to empower you with the knowledge and skills for realizing your deployment strategy



SAP Enterprise Support Value Maps

SAP Enterprise Support value maps – an empowerment and support program, which leads you through the knowledge, skills, experts and services needed to address business challenges and adopt intelligent technologies. Learn more [here](#).



Program Offerings

- **Prescriptive guidance** - Structured content enables guided journey, simplification, and accelerated consumption of content
- **Expert access** - SAP experts provide prescriptive guidance, best practices and technology insight
- **Social Collaboration** - Forums allow you to exchange ideas and best practices with SAP experts and peers
- **Empowerment** - Interactive learning formats to empower you with the knowledge and skills for realizing your deployment strategy



User Benefits

- **Advance** digital skill level with interactive learning formats
- **Achieve** deployment and operational goals
- **Maximize** the value of your SAP solutions
- **Reduce** training expenditures
- **Get quick** advice from SAP experts and peers
- **Easy** access to latest news and releases
- **Access** to virtual events with leading experts
- **Record** of learning accomplishments

Available value maps

[SAP S/4HANA](#)

[SAP S/4HANA Cloud, public edition](#)

[SAP S/4HANA Cloud, private edition](#)

[SAP SuccessFactors HXM Suite](#)

[SAP Analytics Solutions](#)

[SAP Customer Experience solutions](#)

[SAP Business Technology Platform](#)

[Business Process Transformation](#)

[Data Volume Management](#)

[SAP Digital Supply Chain](#)

[Application Lifecycle Management](#)

[Business Process Improvement](#)

[Security](#)

[SAP Ariba solutions](#)

A photograph of two hikers on a mountain peak at sunset. The hiker on the right is standing on the peak, holding the hand of the hiker on the left, who is climbing up. The background shows a vast landscape with mountains and a lake under a cloudy sky. The sun is low on the horizon, creating a warm, golden glow. The text "Other additional enablement resources" is overlaid in the center in a bold, yellow font.

Other additional enablement resources

SAP Community

Open to ALL



[SAP Community](#) is a free resource that's open to everyone. That means all visitors can search the community for the information they require.

But beyond serving as a valuable source of information about SAP offerings and related topics, by joining SAP Community and becoming active in it, you can:

- Build your personal brand by sharing your knowledge with other members
- Establish yourself as a reputable expert capable of educating peers
- Expand your understanding of SAP products and technology
- Grow your professional network by connecting with other members
- Become a trusted advisor who helps influence the development of SAP software



openSAP

Lifelong free online learning



What is [openSAP](#)?

openSAP delivers innovative learning for everyone with expert-led content, made for you by SAP. Learning is lifelong, and with our free online learning available globally, you can upskill wherever and whenever you need it.

openSAP Massive Open Online Courses (MOOCs) leverage tried and trusted classroom concepts, with digital enhancements including gamification and discussion forums, to interact with other learners and experts in an online delivery format.

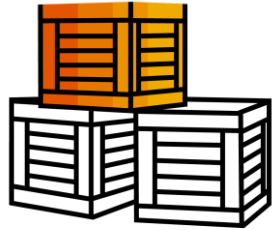
With openSAP Microlearning, you can watch self-contained videos to complement your knowledge. Whether you're an expert or just getting started, you can choose the videos that appeal most to your individual learning goals. All videos are prepared and brought to you by SAP experts.

openSAP Podcasts provide knowledge from members of the SAP ecosystem, including SAP employees, partners, and customers. Choose topics relevant for your business or personal interests. Stream or download episodes with Apple Podcasts, Spotify, TuneIn, or directly from openSAP.



SAP for Me

Gain comprehensive transparency with a personalized access point



Portfolio and products

Get a 360-degree view of your products, including road maps and innovations.



Finance and legal

Review your SAP orders, licenses, invoices, consumption and balance statements.



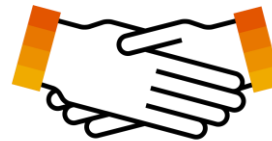
Systems and provisioning

Manage your cloud and on-premise systems, as well as their availability and status



Knowledge and learning

Explore opportunities to enhance your product skills and oversee learning journeys and trainings.



Services and support

Review support cases and manage maintenance and support topics across your company.



Users and contacts

Access SAP contacts and manage roles in your company with self-service tools.

Product Support Accreditation

Self-enablement program for customers and partners for Product Support



Product Support Accreditation program enables you to make the best out of SAP's product support tools and Real-Time Support offerings

Overview

- Easy to consume interactive program
- Available to all SAP customers at no additional cost. It can be accessed via S-User login
- It consists of 3 modules and a final assessment.
- The modules cover incident prevention offerings, real-time interactions and digital support experience
- Watch the [video](#)

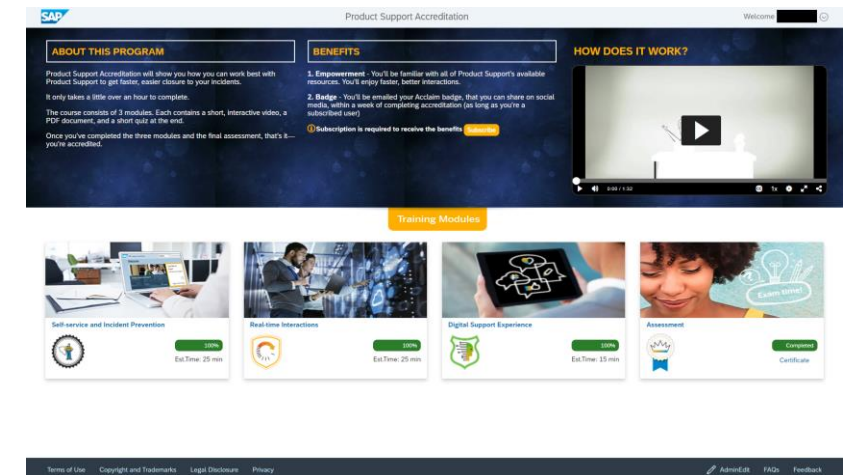
Benefits

- **Informative:** Gain empowerment and awareness to all the available resources from Product Support
- **Efficient:** The easy to consume enablement with SAP's Product Support Accreditation program helps users to increase their efficiency in working with Real-Time Support tools by selecting the best channel.
- **Rewarding:** A Product Support Accreditation badge is awarded once the final assessment is completed. This badge can be shared in social media.

Access

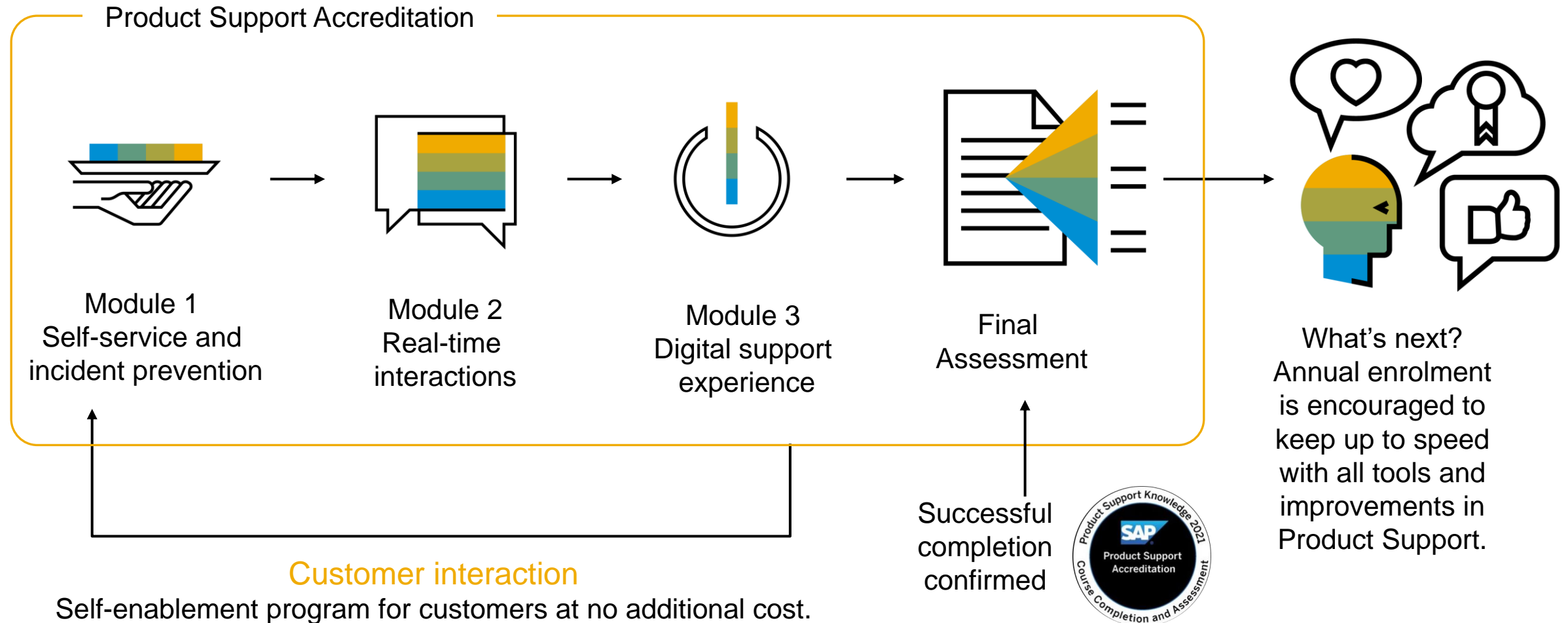
- **Easy to access:** simply use your S-User via SAP ONE Support Launchpad to enroll for program.
- **Easy to consume:** The accreditation modules can be taken at your own pace and time. Easy to consume content will be provided on demand.
- **Interactive:** Learnings can easily be validated in interactive quizzes supporting the user in their progress.
- Click [here](#) to access the accreditation and [here](#) to learn more.

Preview



Product Support Accreditation

Self-enablement program for customers and partners for Product Support



Thank you

For questions after this session, contact:



Oliver Hid Arida
Director
Customer Engagement - U.S. Midwest

SAP America, Inc.

Mobile +1 (305) 776-5708
E-Mail oliver.hid.arida@sap.com



VerNeil Mesecher Jr.
Customer Engagement Events Liaison
North America

SAP America, Inc.

Mobile +1 (214) 517-6668
E-Mail verneil.mesecher@sap.com

Follow us



www.sap.com/contactsap

© 2023 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/trademark for additional trademark information and notices.

