



One Skill, Two Skill, Upskill, New Skill!

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



PUBLIC

A close-up photograph of a person's hands holding a tablet computer. The screen displays a data visualization, including a prominent pie chart with several colored segments. Another person's hand is visible on the right side of the frame, pointing towards the tablet's screen. The background is blurred, showing what appears to be a desk with a pair of glasses and a brown leather case. The overall scene suggests a collaborative work environment focused on digital data analysis.

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.

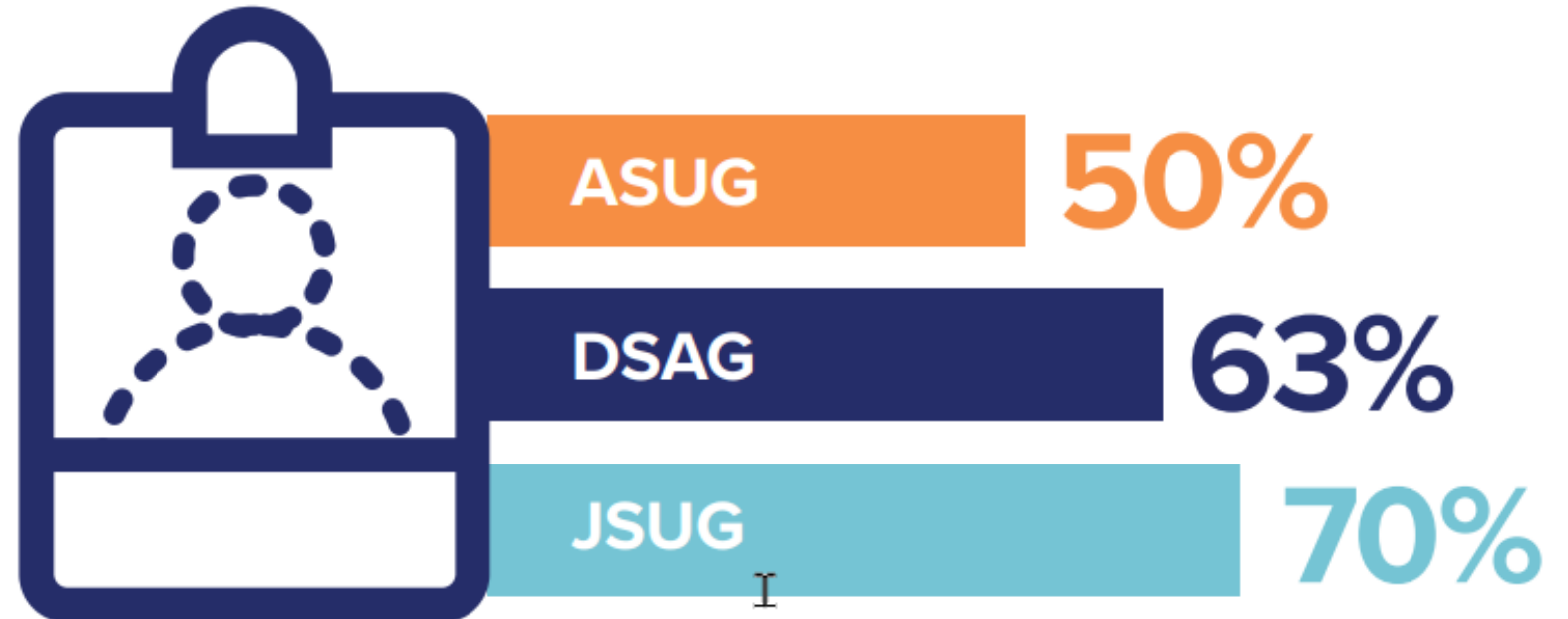
About the Research

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?”, below are how members responded.....

In-House Skill and Staffing Shortages



Evaluating Challenges with Maintaining Knowledge – 2023 Research

Details on Impact of Top Challenges as Stated by ASUG Members



How Companies are working to Address These Challenges

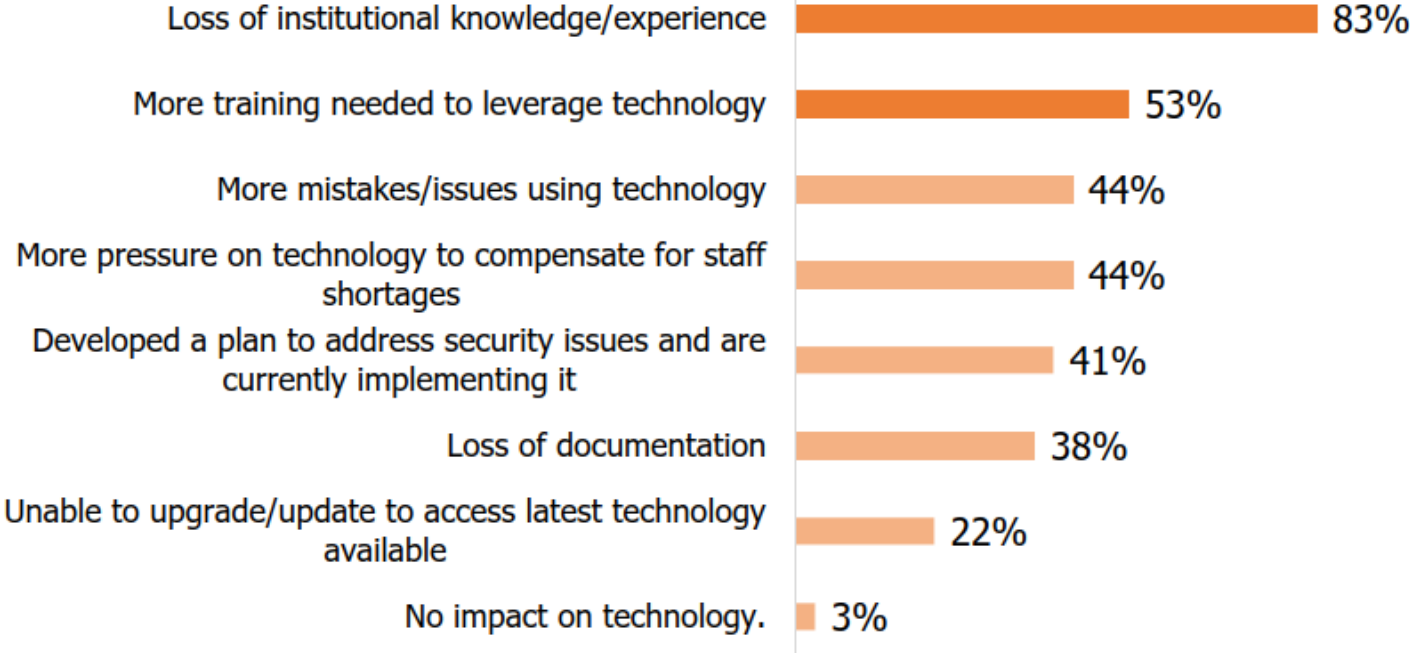


Taken from ASUG 2023 Pulse of Customer Research: [ASUG 2023 Research: Progress, Trends, Challenges Across SAP Customer Peers - ASUG](#)

Impact of Challenges: Maintaining Knowledgeable Staff/Turnover



How has challenges with maintaining knowledgeable staff/turnover impacted technology at your organization?



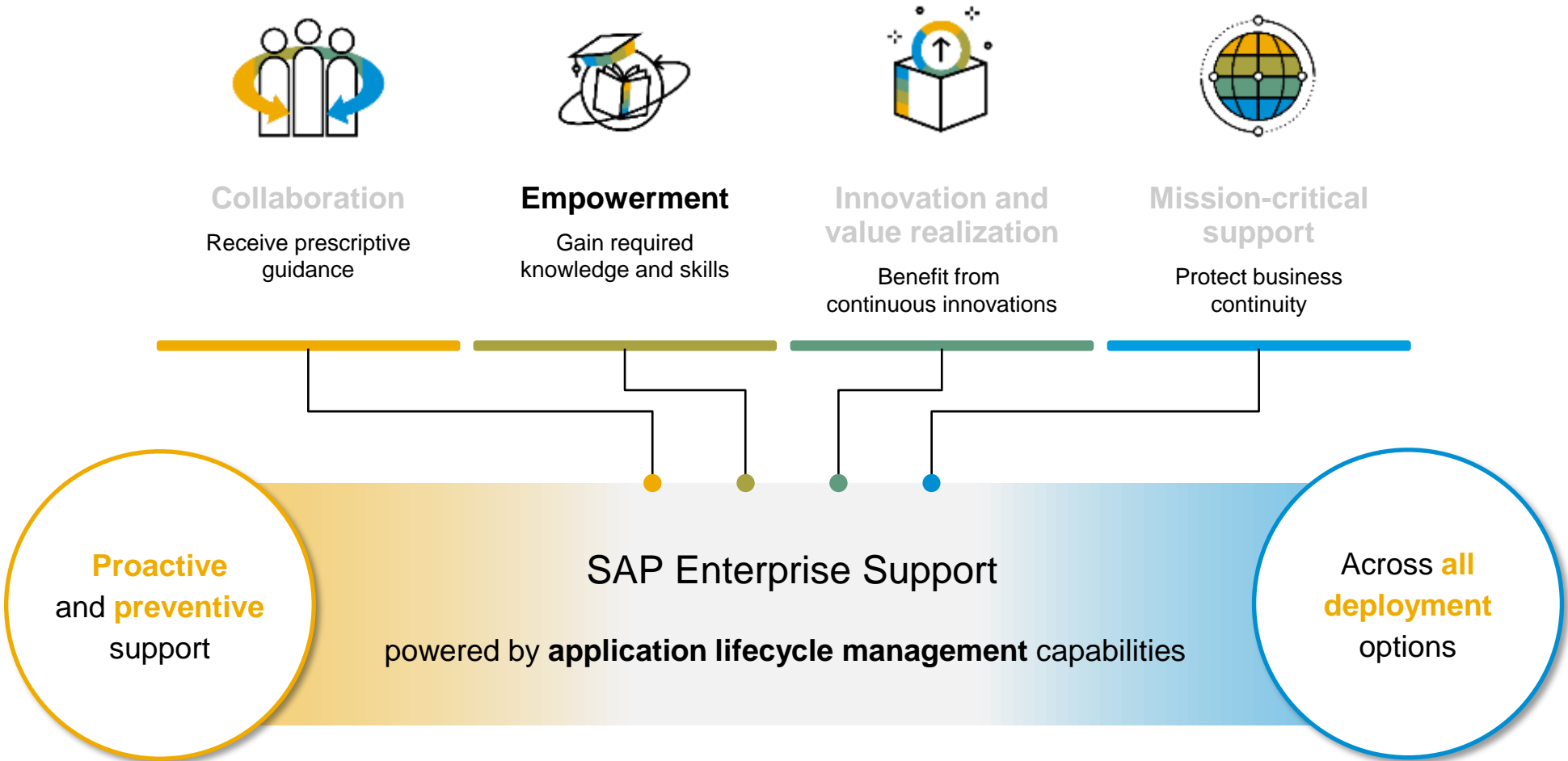
Taken from ASUG 2023 Pulse of Customer Research: [ASUG 2023 Research: Progress, Trends, Challenges Across SAP Customer Peers - ASUG](#)

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 blurred, showing a person's face in profile. 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

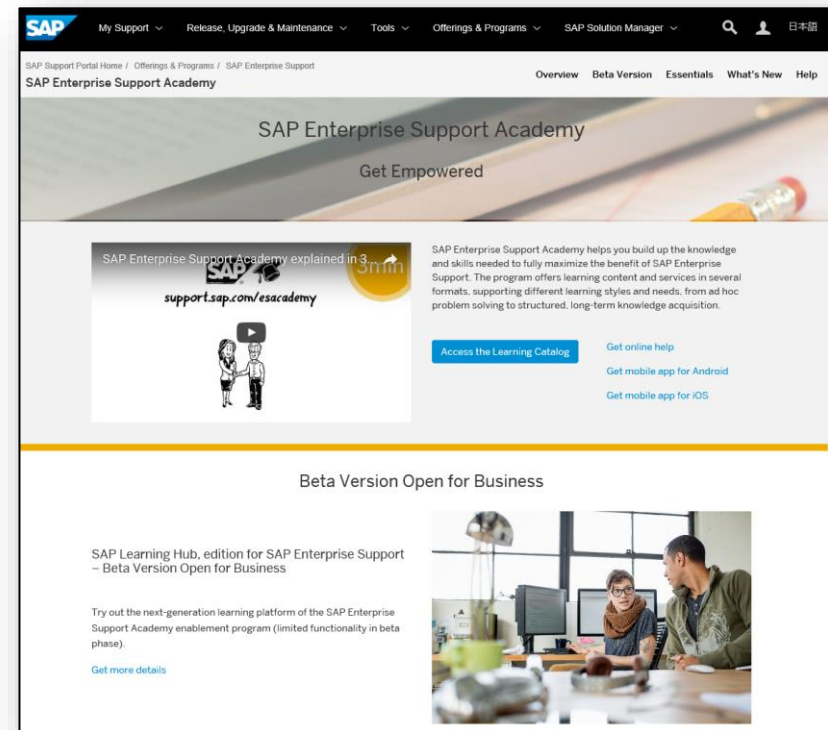


How we interact with our customers

SAP Enterprise Support Academy

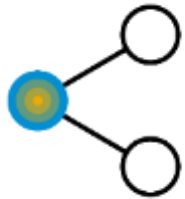
Build knowledge and skills and learn from experts.

- 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

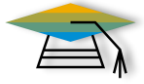
>> [Home page & sign-up](#)

1,400+
learning assets
and services

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

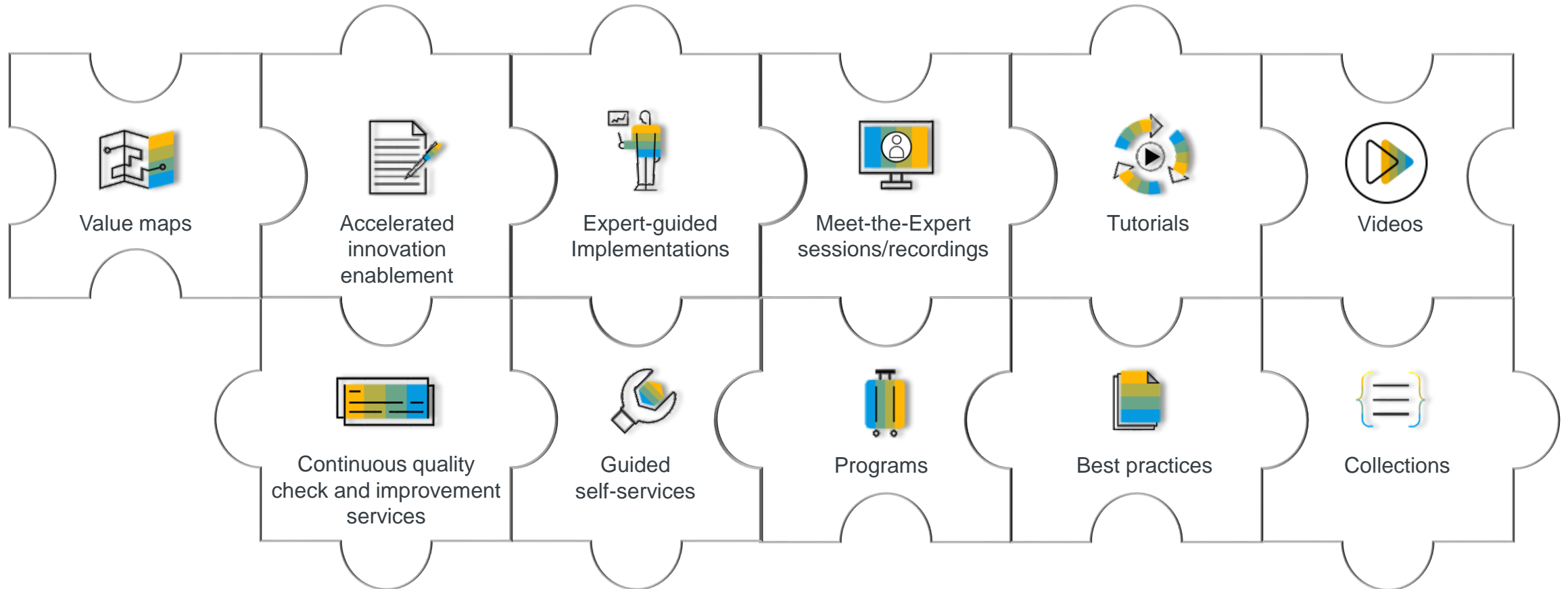
Included
in SAP Enterprise
Support at no
additional cost

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



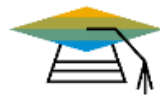
Social Collaboration

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



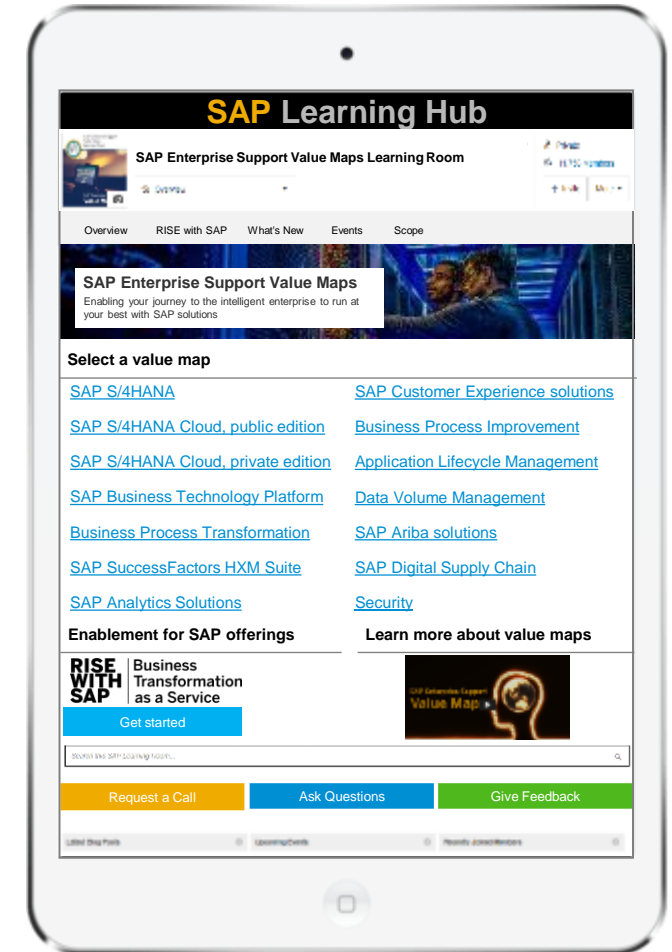
Expert access

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

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](#)

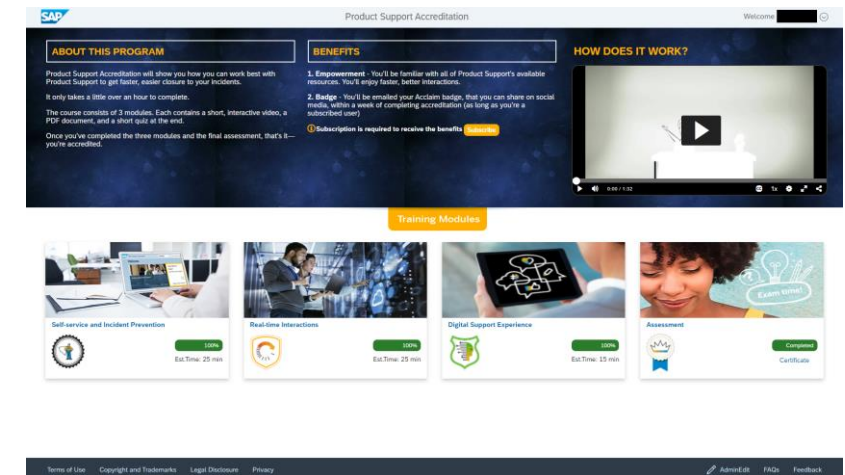
Benefits

- **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



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.



BTP Trial Account

[Trial Home > Home - SAP BTP Cockpit \(ondemand.com\)](#)

The screenshot shows the SAP BTP Cockpit trial account dashboard. At the top, there is a dark blue header with the SAP logo and the text "SAP BTP Cockpit". Below the header, the main content area is white. The first section is a dark blue banner with the text "Welcome to SAP BTP Trial" and "Learn how to create and deploy cloud apps and gain access to a comprehensive set of platform services." Below this banner is a blue button labeled "Go To Your Trial Account".

The next section is titled "Quick Tool Access" and contains three cards:

- SAP Business Application Studio**: Develop business applications using SAP's next-generation, Web-based IDE. (Icon: Blue double arrows)
- CLI for BTP**: Manage your trial account using the command-line interface. (Icon: Blue double arrows)
- APIs for SAP BTP**: Manage, build, and extend the core capabilities of SAP BTP. (Icon: Blue globe with nodes)

The final section is titled "Start with Tutorials" and contains three cards:

- Build a Business Application Using CAP for Node.js**: Extension Suite - Development Efficiency. (Icon: Blue cube icon)
Develop a business application using SAP Cloud Application Programming Model (CAP)
- Get Started with SAP Mobile Cards**: Extension Suite - Digital Experience. (Icon: Blue location pin icon)
Get started with SAP Mobile Cards and create a manager's approval app with the help of a Welcome card, automatically generated cards based on data, and cards with user actions built in
- Request Product Details with an Integration Scenario**: Integration Suite. (Icon: Blue plus sign icon)
Set up your own SAP Integration Suite tenant and deploy an integration scenario where you can request product details from an online webshop

In the bottom right corner, there is a grey bar with the text "Whiteboard" and a blue square icon.

SAP Discovery Center for BTP

[SAP Discovery Center \(cloud.sap\)](https://cloud.sap)

The screenshot shows the SAP Discovery Center for BTP interface. At the top left is the SAP logo and 'SAP Discovery Center'. The top right contains navigation icons and a 'Log On' button. The main header area has a dark blue background with a space theme, featuring the text 'Welcome to the SAP Discovery Center' and 'Adopt and understand SAP Business Technology Platform to turn data into business value'. Below this is a search bar with the placeholder text 'Search for missions and services'. The main content area is titled 'OFFERINGS Our Cosmos' and features two columns of offerings:

- Missions:** Represented by a rocket icon. Description: 'Implement your use cases on SAP Business Technology Platform, with step-by-step guidance and a well-established support from topic experts and SAP Community.' Buttons: 'Mission Catalog' and 'Learn More'.
- Services:** Represented by a satellite icon. Description: 'Integrate and extend your solutions, optimize your business processes, and create an engaging digital experience using SAP Business Technology Platform services.' Buttons: 'Service Catalog' and 'Learn More'.

A vertical 'Events' button is located on the right side of the interface.

SAP Signavio Process Navigator

Recently added Solution Scenarios

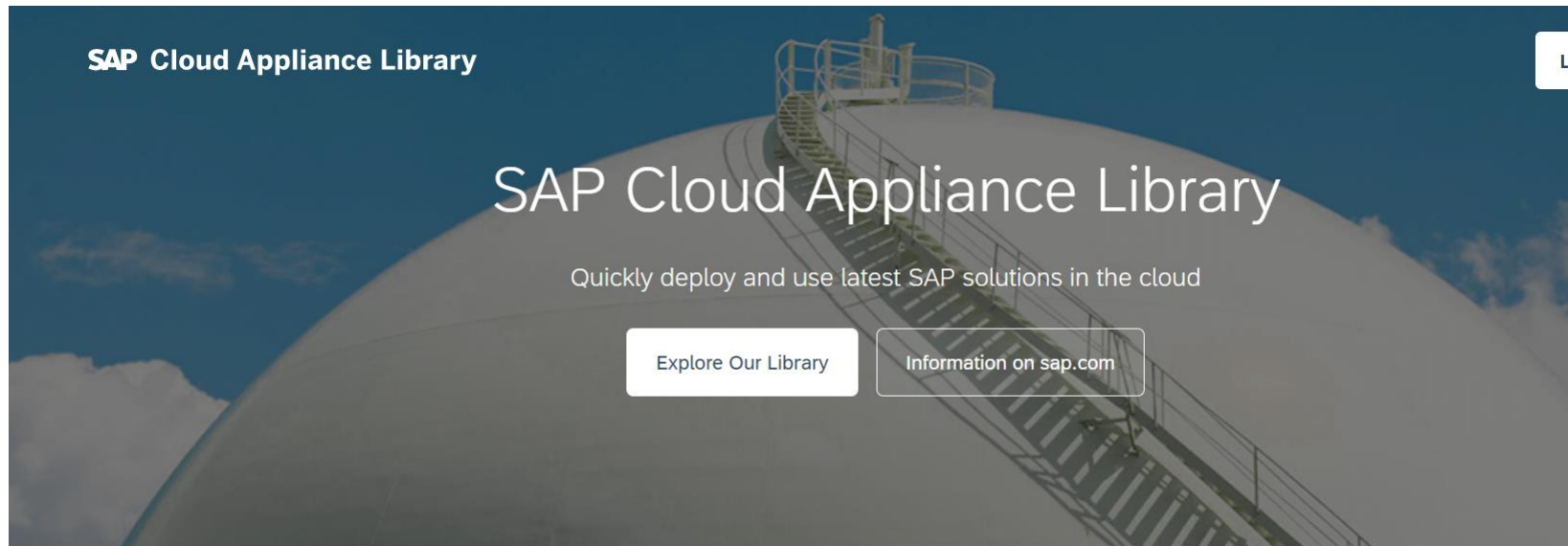
Name	Version
SAP Best Practices for SAP SuccessFactors Opportunity Marketplace	2305
SAP Best Practices for SAP S/4HANA Cloud	2302
SAP Best Practices for SAP SuccessFactors Time Tracking	2305
SAP Best Practices for SAP SuccessFactors Employee Central	2305
SAP Best Practices for SAP SuccessFactors Compensation	2305
SAP Best Practices for SAP SuccessFactors Employee Central integration	2305
SAP Best Practices for SAP Payroll Processing control center	2305

Solution Processes by Line of Business: SAP S/4HANA Cloud, Public Edition 2302

- Application Platform and...
- Asset Management
- Database and Data Man...
- Finance
- Human Resources
- IT Management
- Manufacturing
- R&D/Engineering
- Sales
- Service
- Solutions for Specific Ind...
- Sourcing and Procurement
- Supply Chain

- Official successor of the Best Practices Explorer integrated in [SAP for Me](#)
- Same content as in the Best Practices Explorer, still free-of-charge
- Public blog: <https://blogs.sap.com/2023/04/19/process-navigator-by-sap-released-today/>
- Direct access: <https://me.sap.com/processnavigator>

SAP Cloud Appliance Library



SAP Cloud Appliance Library offers a quick and easy way to create SAP workloads in your cloud infrastructure. With a few clicks you can set up a fully configured demo environment or deploy a standardized system layout for an SAP product based on default or custom SAP software installation stacks. It offers also an option for tool-guided migration of an on-premise instance from SAP ERP to SAP S/4HANA.

[SAP Cloud Appliance Library](#)

SAP Learning Hub

Drive success in a digitally driven world

Continuously build your company's digital skills with SAP Learning Hub



Technology is changing faster than most businesses can manage and well-trained talent is getting increasingly harder to find and keep.

1.1B

jobs around the world will be radically transformed by technology.¹

76%

of IT employers report difficulty finding the hard and soft skills required.²

75%

of employers are facing skills gaps within their current teams.³

<https://learninghub.sap.com/>

SAP Enterprise Support Learning Hub <- included in SAP Enterprise Support

Discovery Edition, Learning Hub <- 14 day trial

Solution Edition, Learning Hub

Professional Edition, Learning Hub

Next Gen (University Alliances)

<https://www.sap.com/about/company/innovation/next-gen-innovation-platform/university-alliances.html>

SAP Press - Learning



SAP PRESS

Learning Center

The SAP PRESS Learning Center

Welcome to the SAP PRESS Learning Center. Let this page be your central resource for learning about all things SAP. Check out the following sections to get started with your SAP journey, learn about specific topics, dive into free blog content, and more.

New to SAP?

If you're just starting out in your SAP journey, we suggest taking a look at this page as it will provide you with the information you need to get acclimated to the company and its product solutions.

What is SAP?

[Learn SAP Fundamentals with SAP PRESS | SAP Solution Overviews \(sap-press.com\)/](#)



Questions?

Thank you.

For questions after this session, contact



Kristen Scheffler
Vice President - Customer Engagement
Customer Evolution

A square QR code with a small SAP logo in the center, set against a dark blue background.

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