



# One Skill, Two Skill, Upskill, New Skill!

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

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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's Pulse of the SAP Customer 2024 Research Overview

## Background

ASUG's 7<sup>th</sup> annual Pulse of the SAP Customer research gauges the attitudes, preferences, and plans of ASUG members as they relate to SAP technology. Data is compared year over year, where appropriate, to track key areas of difference or similarities.

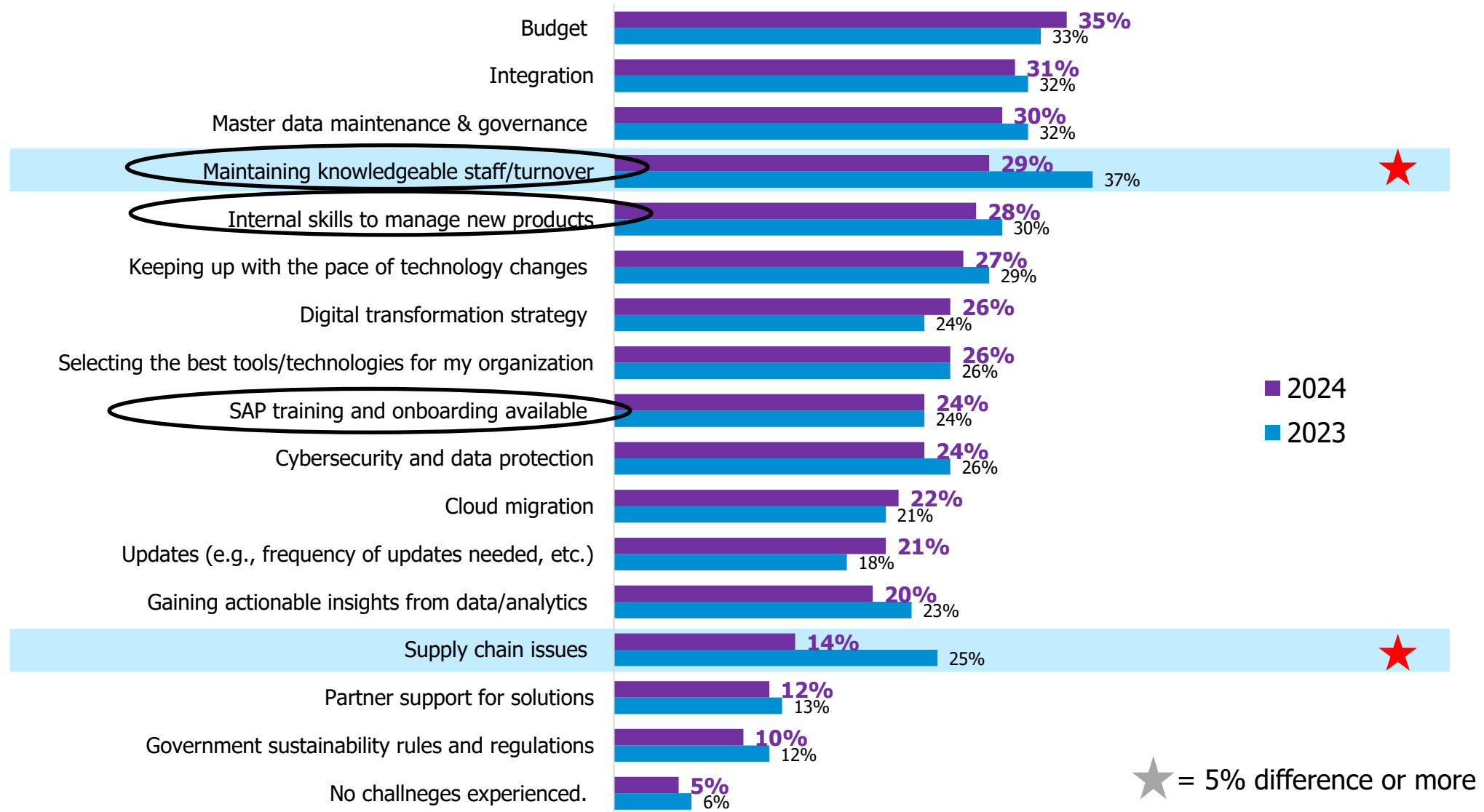
## Objectives

To get a pulse on the evolving roles of technology teams, which SAP products customers are investigating or investing in, technology focus areas, challenges, and customers' ability to innovate.

## Audience

n=766 ASUG Members

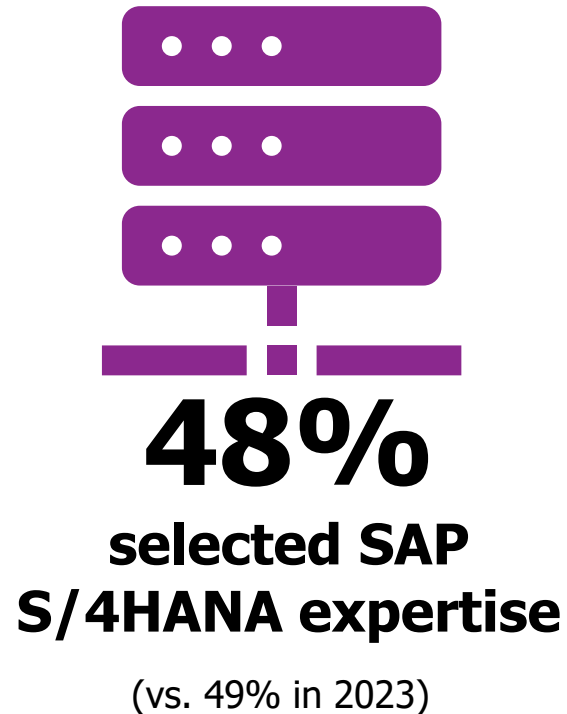
# Evaluating Challenges



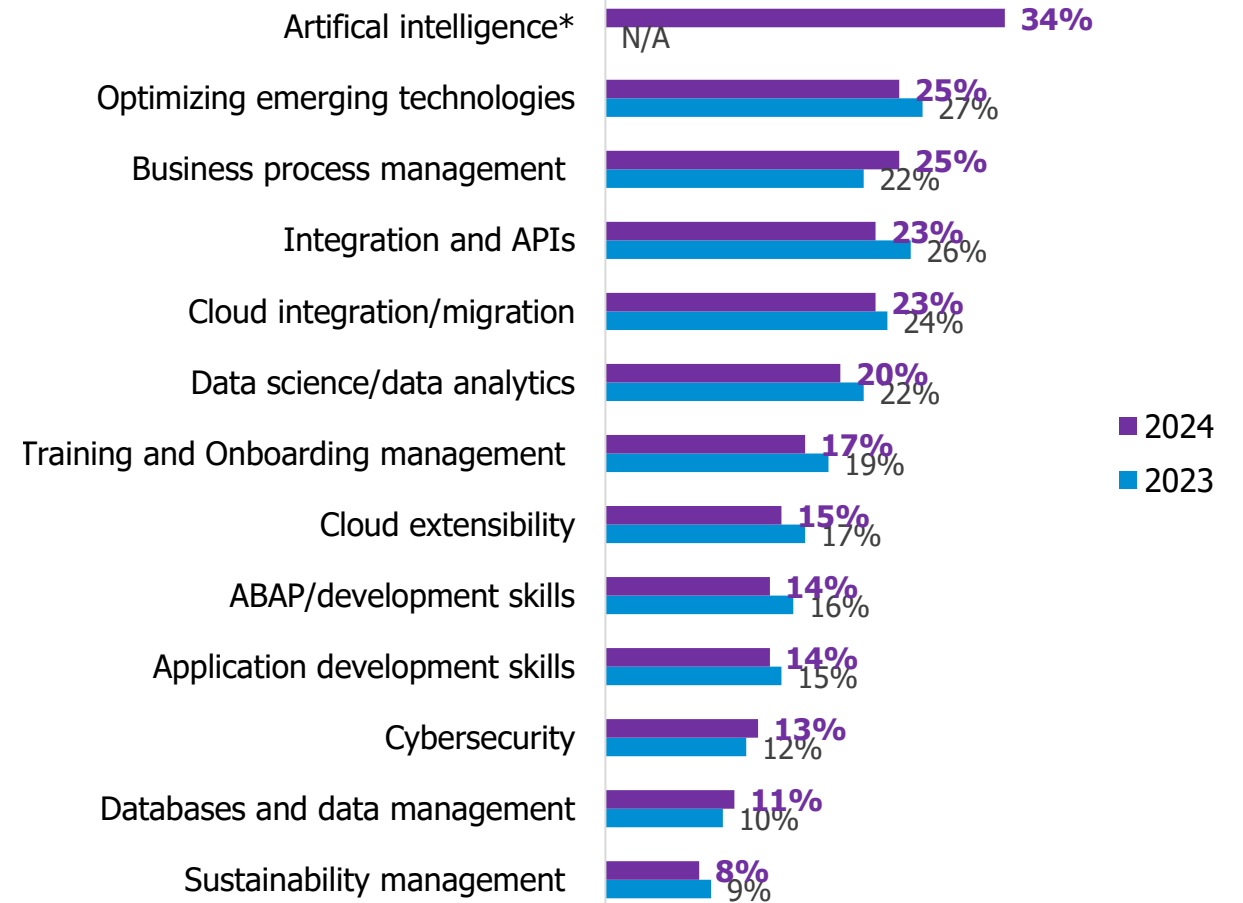
Q. Which of the following challenges is your organization currently experiencing? (Please select all that apply.) 2024 (766); 2023 (n=806) Note: 1% selected 'Other'

# Internal Skill Sets Missing or Lacking at Organizations

## #1 option selected:



## All other options selected:



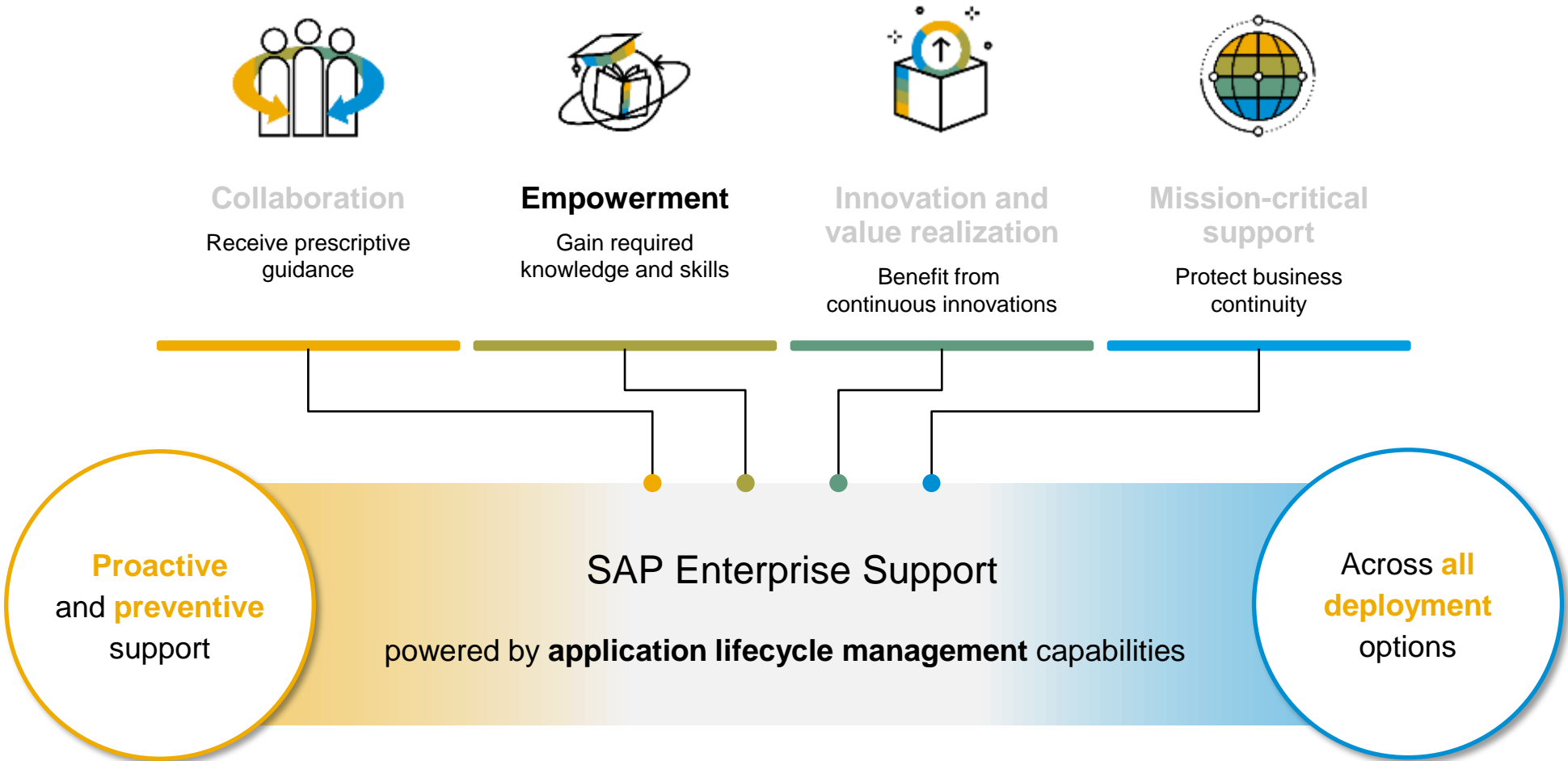
Q. Out of the following focus areas, please select where internal skill sets are missing or lacking at your organization. (Please select all that apply.) 2024 (n=766) ; 2023 (n=787), \*Added in 2024

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 face. 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



Empowerment



Innovation and  
value realization



Mission-critical  
support

### Expert guidance

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

### Enablement for digital transformation

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

### 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](#))

### 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

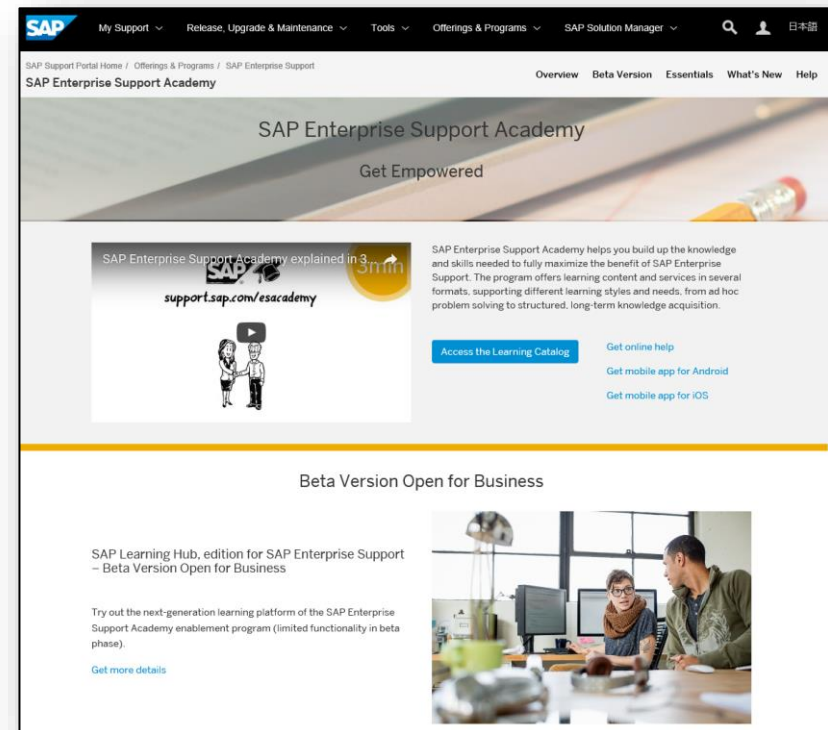


# How we interact with our customers

## SAP Enterprise Support Academy

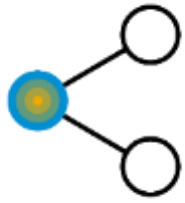
Build knowledge and skills and learn from experts.

- 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.



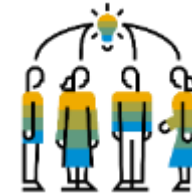
## High-impact knowledge transfer

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

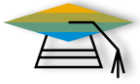
>> [Home page & sign-up](#)

1,400+  
learning assets  
and services

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

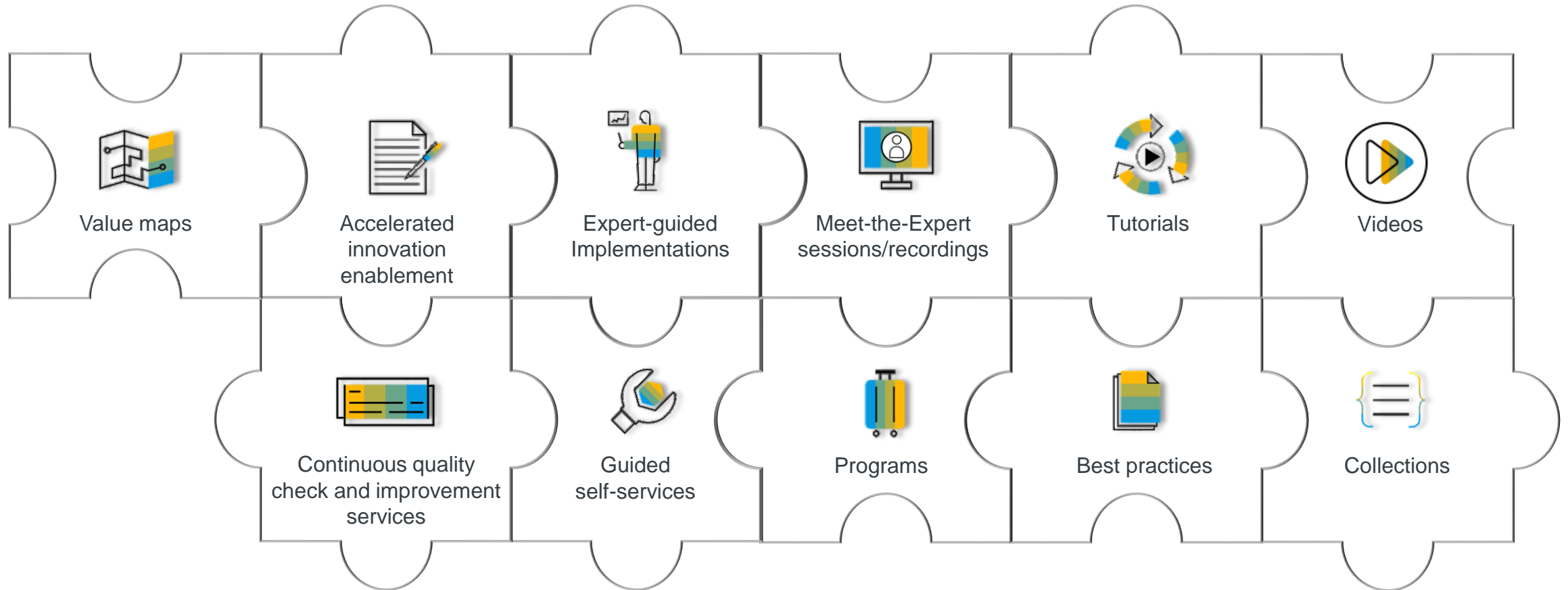
Included  
in SAP Enterprise  
Support at no  
additional cost

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



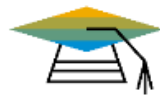
## Social Collaboration

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



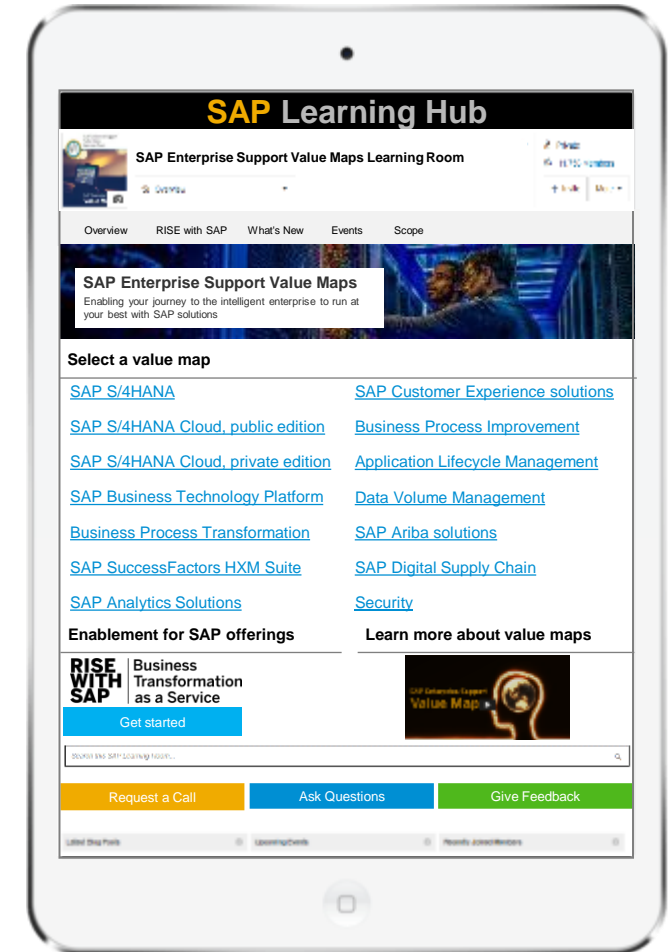
## Expert access

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](#)

# SAP Enterprise Support Value Maps

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SAP S/4HANA Cloud, public edition



SAP Signavio | Business Process Transformation



SAP S/4HANA Cloud, private edition



Supply Chain Management Solutions



SAP S/4HANA



Data Volume Management



SAP SuccessFactors HXM Suite



Application Lifecycle Management



SAP Business Technology Platform



Business Process Improvement



SAP Analytics Solutions



Spend Management and Business Network



SAP Customer Experience solutions



Security





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 text "Other additional enablement resources" is overlaid in yellow.

**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. \*\*Note – migrating to [SAP Learning site](#)



# SAP Learning

## Take the next step.

Ready to level up your career?

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Get started



Browse free learning journeys

Start learning



Step into Student Zone and kickstart your career

→



Grow as a certified ABAP back-end developer

Get certified

Home / Learning Journeys

## Learning Journeys

Build the skills you need at your own pace.

Level Role Leads to Certification Stay Certified

221 results

Learning Journey • Intermediate • 8 hrs

### Managing Business Processes with SAP Signavio Solutions

This learning journey will guide you through the tasks involved in designing and managing business processes and journey models with SAP Signavio solutions.

Leads to Certification

Learning Journey • Intermediate • 8 hrs

### Analyzing Business Processes with SAP Signavio Solutions

This learning journey will guide you through the tasks involved in analyzing and monitoring business processes with SAP Signavio solutions.

Leads to Certification

Learning Journey • Intermediate • 7 hrs

### Designing Stories in SAP Analytics Cloud

This learning journey is a deep dive into SAP Analytics Cloud story development and includes demonstrations and interactive activities to help build your knowledge and skills.

Leads to Certification Hands-on Practice

Learning Journey • Intermediate • 11 hrs

### Leveraging SAP Analytics Cloud Functionality for Enterprise Planning

This learning journey will help you develop the foundational knowledge and skills required to successfully use the planning functionality in SAP Analytics Cloud.

Leads to Certification Hands-on Practice

Learning Journey • Intermediate • 28 hrs +

### Discovering SAP Fieldglass Contingent Workforce Management

This learning journey will guide you through the basic set up and administration of SAP Fieldglass, as well as the administrative and transactional aspects of Contingent Workforce Management.

Leads to Certification

Learning Journey • Intermediate • 29 hrs +

### Discovering SAP Fieldglass Services Procurement

This learning journey will guide you through the basic configuration and administration of SAP Fieldglass, as well as the administrative and transactional aspects of Services Procurement.

Leads to Certification

Learning Journey • Intermediate • 18 hrs

### Implementing SAP S/4HANA Cloud Public Edition for Sales – Additional Processes and Configuration

Learning Journey • Intermediate • 32 hrs

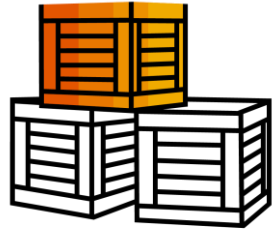
### Implementing and Administering SAP SuccessFactors Incentive Management (fka SAP Commissions)

Learning Journey • Intermediate • 4 hrs +

### Implementing SAP S/4HANA Cloud Public Edition for Sales – Fundamental Business Processes

# 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](#)

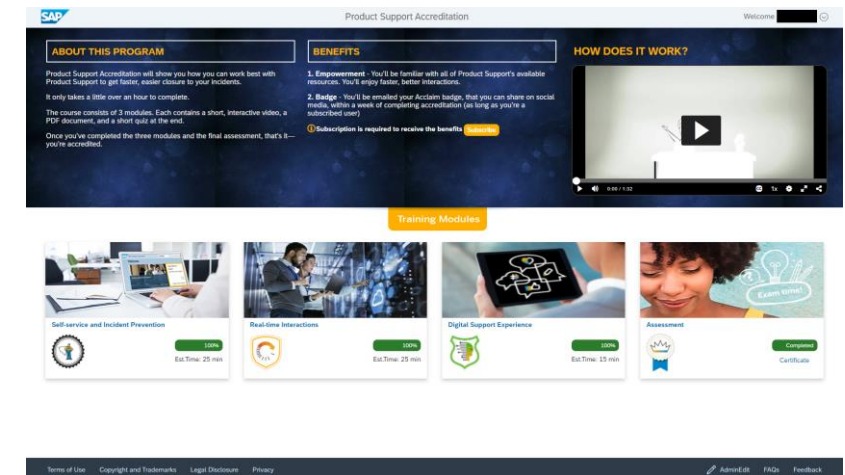
### Benefits

- **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

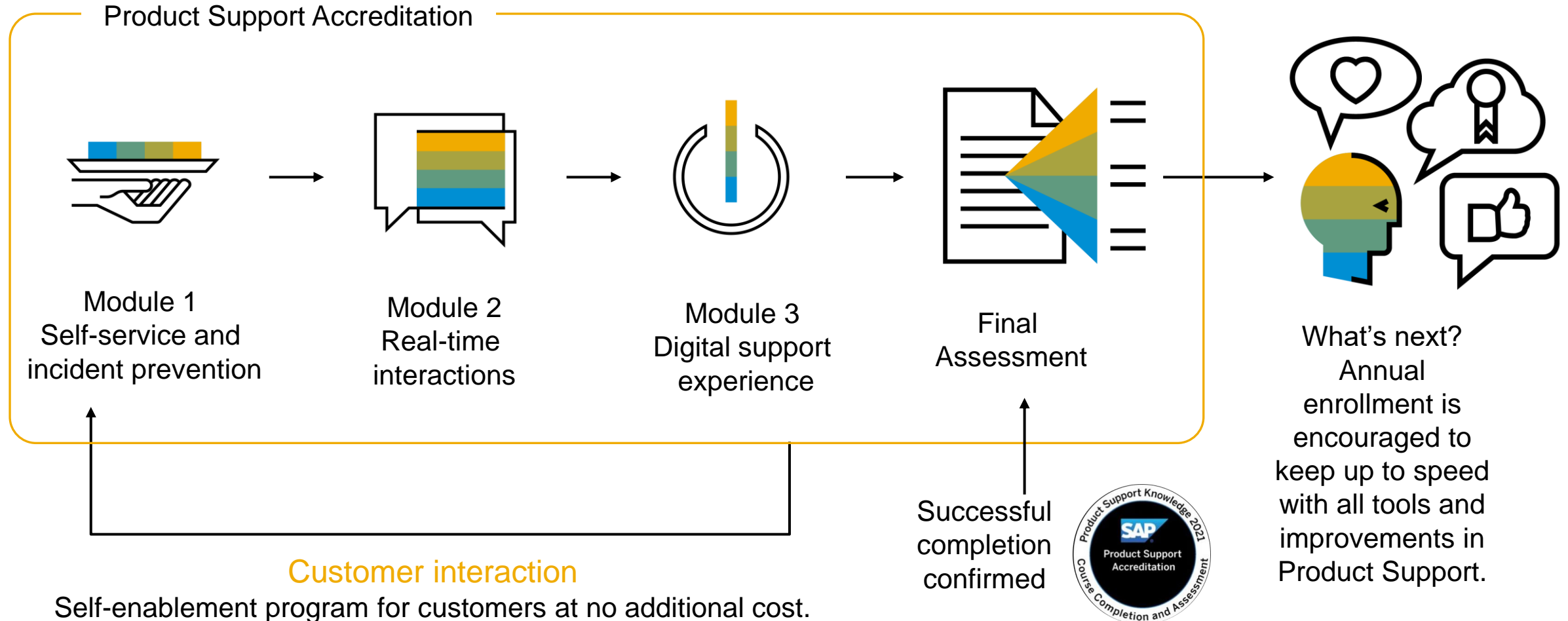
- **Easy to access:** simply use your S-User via SAP ONE Support Launchpad to enroll for program.
- **Easy to consume:** The accreditation modules can be taken at your own pace and time. Easy to consume content will be provided on demand.
- **Interactive:** Learnings can easily be validated in interactive 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

**Kristen Scheffler**  
Vice President - Customer Engagement  
Customer Evolution



**SAP Business Card**

NAME

**VERNEIL MESECHER  
JR.**

TITLE

Sr. Director - Customer Engagement Events Liaison,...

ORGANIZATION

Customer Evolution

COUNTRY

US



THE BEST RUN 



# Thank you.

Contact information:

