



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

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

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PUBLIC



# 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.

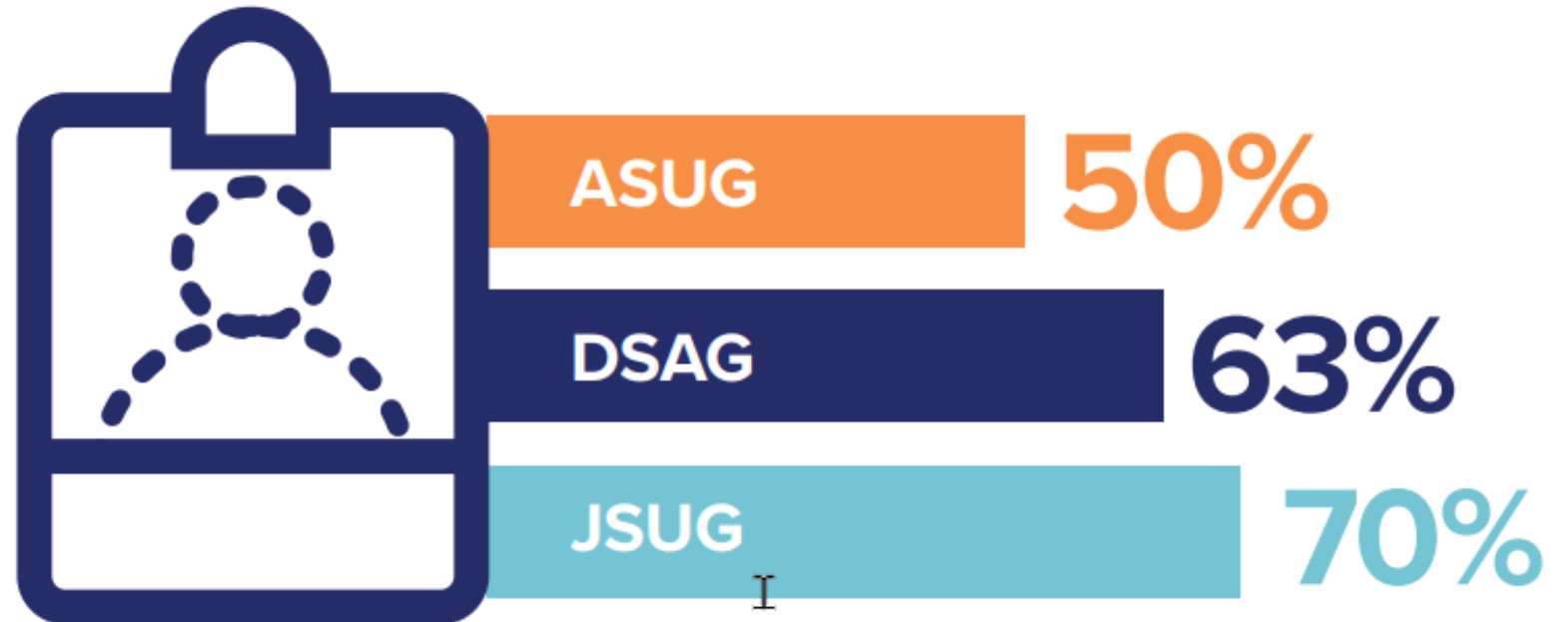
### About the Research

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

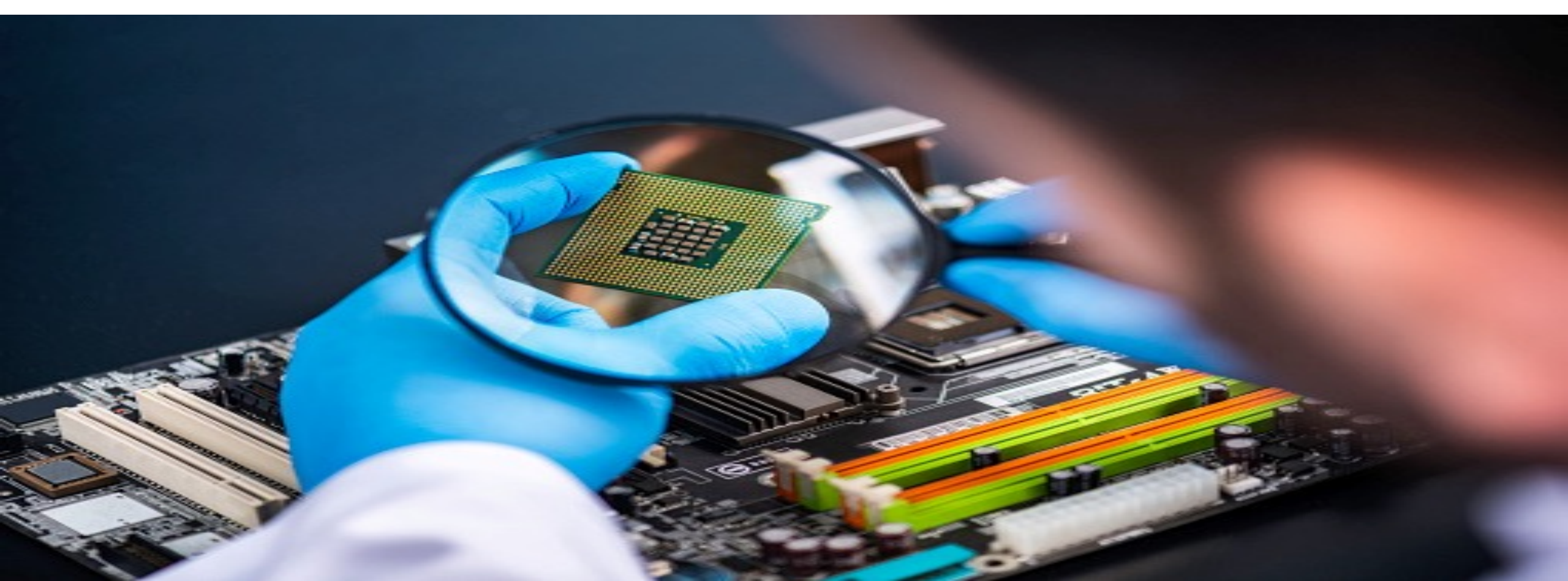


# Key Takeaways

## Recap of valuable feedback from the ASUG Global Research Survey

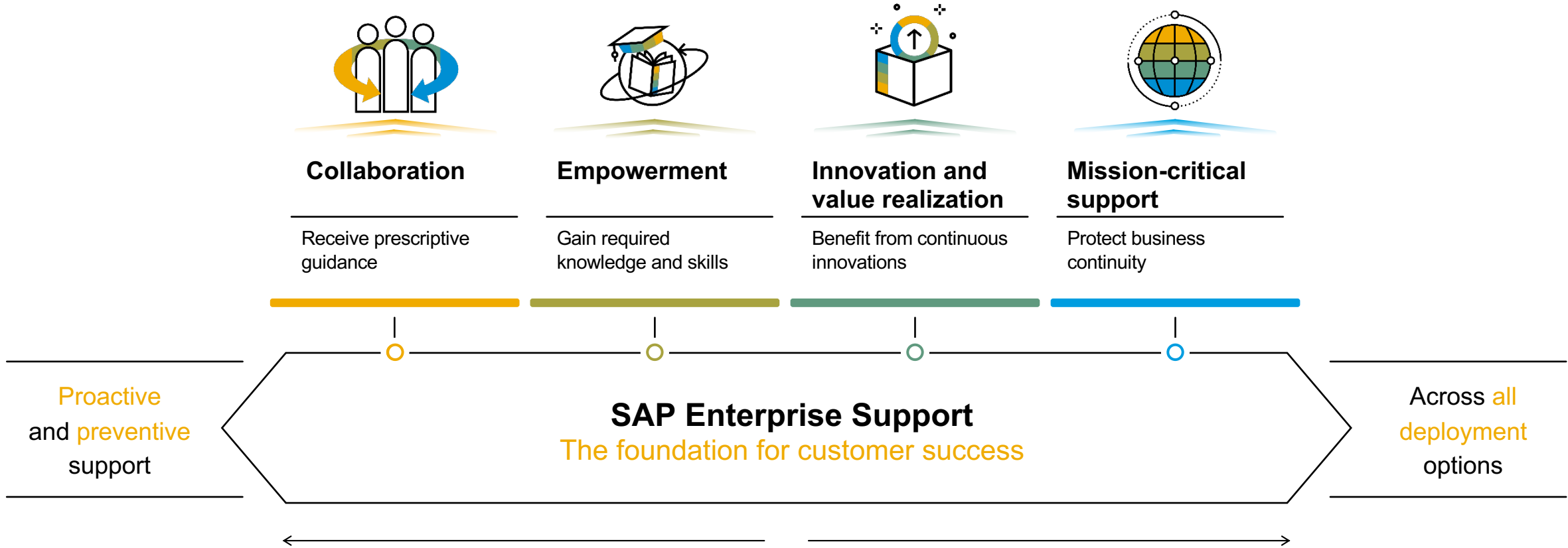


New technologies require new job roles to keep up. Proper staffing and support helps organizations overcome business transformation challenges, combat skills and staffing shortages, and overcome issues created by change management.

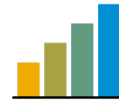
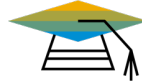


**How can you leverage your SAP Support investment to help with these training and skillset challenges?**

# SAP's Entire Support Portfolio



# Key Deliverables of SAP Enterprise Support



Collaboration

Empowerment

Innovation and  
value realization

Mission-critical  
support

## Expert guidance

- SAP Enterprise Support Value Maps
- SAP Enterprise Support Advisory
- Remote services

## Enablement for digital transformation

- SAP Enterprise Support Academy
- SAP Support Portal

## New features and business outcomes

- Releases, updates, patches
- Analyses and reports
- SAP Enterprise Support Advisory Council
- Customer Value Experience Tools

## Digital customer support experience

- Service level agreements
- Next-Generation Support concept
- SAP ONE Support Launchpad

SAP Solution Manager 7.2

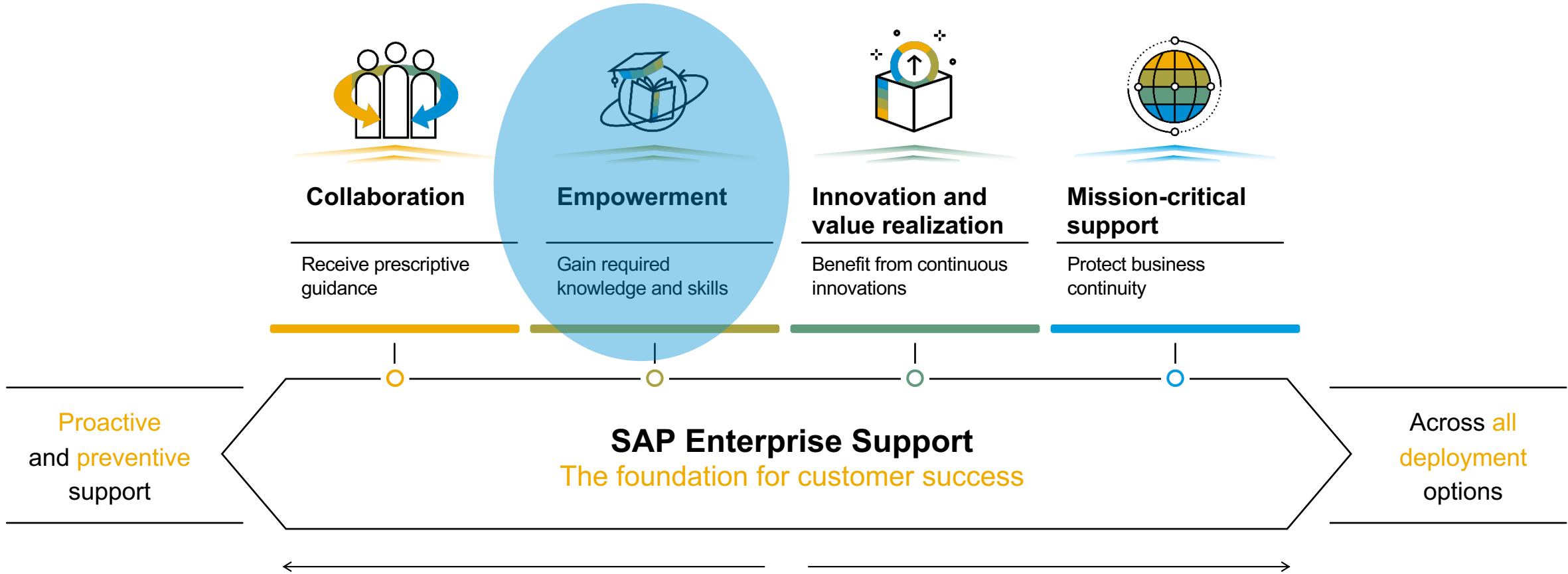


SAP Pathfinder, SAP Transformation Navigator, and more



[support.sap.com](https://support.sap.com)

# SAP's Entire Support Portfolio



## SAP Enterprise Support Value Maps



# 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

# All Available Value Maps

[SAP S/4HANA](#)



[SAP Business Technology Platform](#)



[SAP S/4HANA Cloud](#)



[Application Lifecycle Management](#)



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



[Business Process Intelligence](#)



[SAP SuccessFactors](#)



[Business Process Improvement](#)



[SAP Customer Experience solutions](#)



[Data Volume Management](#)



[SAP Analytics Solutions](#)



[Security](#)



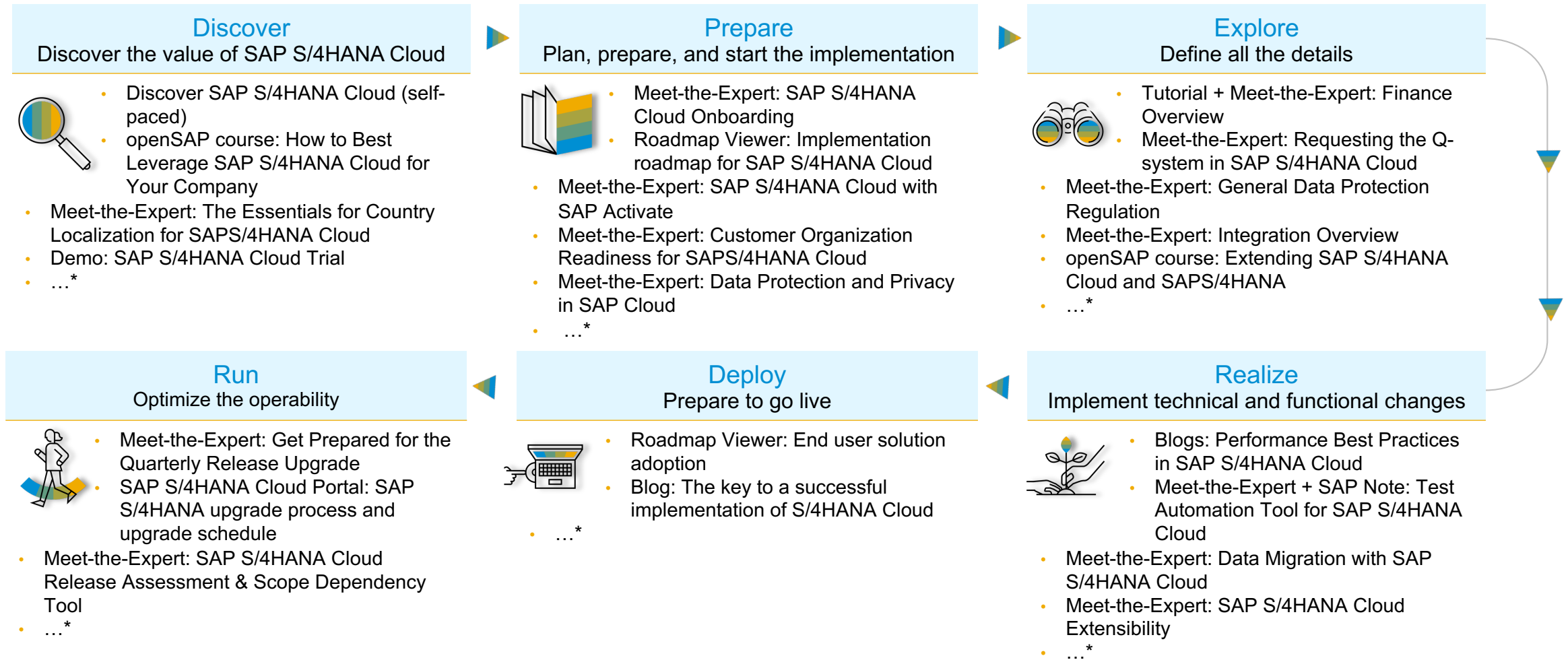
[SAP Ariba](#)



[SAP Jam Collaboration](#)



# Example: SAP S/4HANA Cloud Value Map Learning Journey



\*Please note that the complete content of the learning journey is available within SAP Enterprise Support value maps learning room.

**SAP Enterprise Support Value Maps:  
Live Overview**



A modern lecture hall with rows of empty seats and a desk in the foreground with a laptop and notebooks. The room has a high ceiling with recessed lighting and a large window on the left side. The seats are arranged in a tiered fashion, and the desk is made of light-colored wood. A silver laptop is open on the desk, and there are several notebooks and a pen nearby.

## SAP Enterprise Support Academy



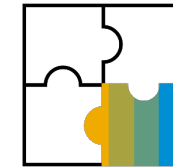
**SAP Enterprise Support Academy** – Benefit from expert guidance and high impact knowledge transfer services that enable you to innovate and be successful with SAP solutions.



**Knowledge transfer**  
on digital transformation, integration,  
and system operations



**On-demand learning experience**  
by combining self-paced and expert-  
led offerings, available on a 24x7  
platform



**High-quality vendor knowledge**  
from SAP Support experts helps to  
close the digital skills gap of key  
users, IT and line-of-business experts

## Available Formats

70+  
Best  
Practices

280+  
Tutorials &  
Videos

15  
Guided Self-  
Services

17+  
Continuous  
Quality Checks &  
Improvement  
Services

50+  
Expert-Guided  
Implementations

740+  
Meet-the-Expert  
Sessions

190+  
Accelerated  
Innovation  
Enablement

A wide-angle photograph of a modern lecture hall. The room is filled with rows of empty, light-colored wooden seats with grey mesh backs, arranged in a tiered fashion. The ceiling is white with recessed lighting and long, horizontal light fixtures. In the foreground, a wooden desk holds a silver laptop with a black screen, an open spiral notebook with a pen, and some papers. A yellow rectangular box is overlaid on the center of the image, containing the text 'SAP Enterprise Support Academy: Live Overview'.

**SAP Enterprise Support Academy:  
Live Overview**

A photograph of two hikers on a mountain peak at sunset. The hiker on the right is standing on a rocky ledge, reaching out to help the hiker on the left, who is leaning over the edge. The sun is low on the horizon, creating a warm, golden glow and silhouetting the hikers. The background shows a vast landscape with mountains and a body of water under a cloudy sky.

## Other Enablement Resources

## Other Areas of Enablement

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Other resources beyond support that will be useful for learning & enablement:

1. [Help Portal](#) – key area for all guides, documentation, etc
2. [OpenSAP](#) – free learning MOOC
3. [SAP Community](#) – free contribution and learning platform
4. [Discovery Center](#) – recently launched - repository for tutorials and project plans
5. [Learning Hub](#) – our main enablement offering – 14 day free trial of the discovery edition of Learning Hub

# 10 steps to S/4 Hana Bootcamp

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## What is it:

During the Bootcamp the S/4HANA Experts will explain step-by-step how to convert a SAP ERP (ECC) system to SAP S/4HANA 2021

Incredible opportunity for your company to get hands-on experience and a good understanding of what it will take to convert to SAP S/4HANA.

Each customer will convert a single **SAP provided ERP 6.0 EhP7 system to SAP S/4HANA 2022** during which they will have access to the latest and advanced tools.

## Expectations during the course:

The customer is to participate as a team, consisting of three mandatory roles (Basis, Finance, and Logistics), and one optional role (ABAP).

Join all the sessions and complete the tasks after each step.

## Logistics:

10 two-hour virtual classroom sessions

22 spots available

July 5<sup>th</sup> – July 31<sup>st</sup>

Please let me know if you're interested – [d.mehta@sap.com](mailto:d.mehta@sap.com)

# 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

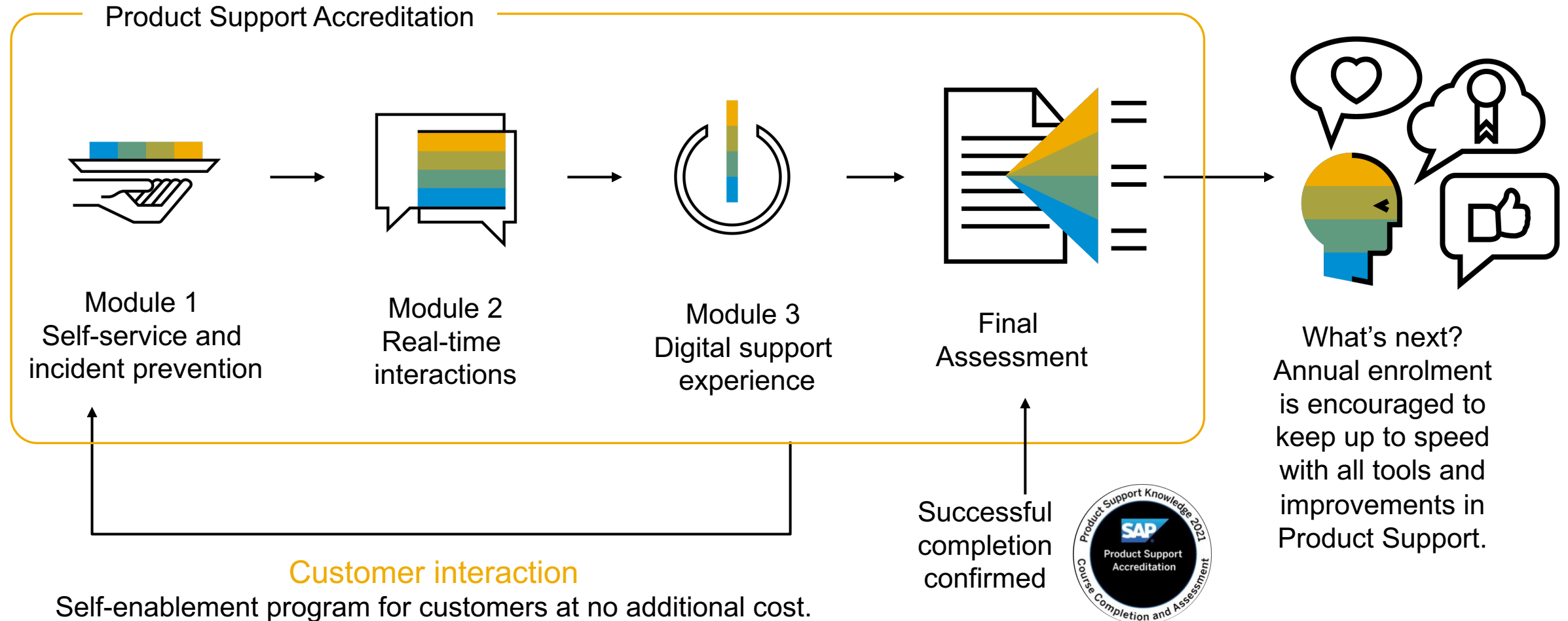
- **Easy to access:** simply use your S-User via SAP ONE Support Launchpad to enroll for program.
- **Easy to consume:** The accreditation modules can be taken at your own pace and time. Easy to consume content will be provided on demand.
- **Interactive:** Learnings can easily be validated in interactive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



# Start Making the Transition from the Support Launchpad to SAP For Me

<https://launchpad.support.sap.com>



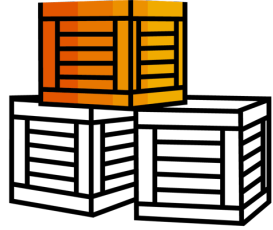
<https://me.sap.com/>

Transition Guide: [https://support.sap.com/en/my-support.html#section\\_1207951584](https://support.sap.com/en/my-support.html#section_1207951584)



# 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.



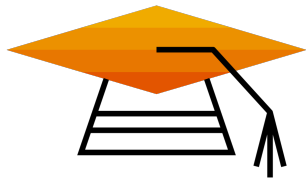
## Finance and legal

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



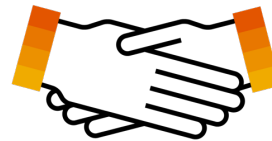
## Systems and provisioning

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.

# SAP For Me: Product & Portfolio

 **SAP for Me** 🔔 7 🛒 👤

[Portfolio & Products](#) / [Core HR and Payroll](#) / SAP Recruiting Marketing

## SAP Recruiting Marketing ★ NOT PURCHASED

Solution Area: [Core HR and Payroll](#) Product Type: Cloud

[Overview](#) [Finance & Legal](#) [Systems](#) [Contacts](#) [Knowledge & Learning](#) [Additional Information](#)

### Available Learning Journeys

Learning Journey	Role	Learning Items	Action
<b>SAP Cloud Platform Certification Path</b> Get an overall understanding and insight about how to get certificated on the SAP Cloud Platform	Developer	42	<a href="#">Learn More</a>
<b>SAP SuccessFactors Onboarding</b> SAP SuccessFactors Onboarding. Learn how to configure, implement, and administer theSAP SuccessFactors Onboarding 1.0 module.	Consultant	7	<a href="#">Learn More</a>
<b>SAP SuccessFactors Recruiting Marketing</b> Learn how to configure, implement, and administer the SAP SuccessFactors Recruiting Marketing module.	Administrator	11	<a href="#">Learn More</a>

Feedback

## Contact

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