

SUGEN Digest, Q3 2015

Welcome to this issue of the SUGEN Digest, our communication to all SAP user groups around the world, designed to keep you informed of SUGEN's progress and provide you with information to share with your membership.

[SAP User-Group Executive Network Collaboration Workspace](#)

[SAP User Groups Around the World](#)



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Foreword by Chairman William Khalil [SUGMENA]

With two new user groups, SAPIence.be and Colombia, joining SUGEN, the network of SAP user groups is growing steadily. Currently, SUGEN is in discussion with two new user groups to join the network and announcements will be shared in November 2015.

The network will focus on strategic market challenges and continue to discuss, collaborate and influence SAP on different levels. We have changed the process of collecting strategic questions to shorten the time span of receiving answers from SAP. From the feedback we received from the SUGEN members we can see that innovation delivery by SAP, and mergers and acquisitions continue to be topics that pose a challenge for our user groups.

Currently, we are preparing for our November 2015 Face-to-Face meetings to address the new challenges and receive from SAP updates on their strategies and directions. I am sure that SUGEN members will strive to work together and engage to ensure their representatives will return from the meeting with the best in value for their user community and to be an effective user group in SUGEN.

SUGEN believes that with a true, honest, and transparent collaboration with SAP, we will achieve good results, have strategic discussions, and continue a fruitful collaboration.



Chairman of SAP User Groups Executive Network (SUGEN)

Update on SUGEN Action Items

SUGEN has created an action plan with action items stemming from the Face-to-Face (F2F) meetings. The objective is to have a concrete follow up after every F2F meeting to produce tangible results.

The action plan and its execution progresses in partnership between SAP, SUGEN Members, and the SUGEN Core Leadership Team, the latter in the role of coordinator. 7 areas are currently in process; Global Service & Support, SAP Products, S/4 HANA, SAP HANA Managed Cloud, Mergers and Acquisitions, SAP Knowledge Transfer & Acquisitions, and future Face-to-Face meetings. All areas of focus have follow-ups and assigned owners to establish, plan, implementation, and assessment.

In the area of products, SAP will set up focus sessions during SUGEN Member online meetings, based on detailed questions from the user communities, with the objective to help the user groups answer questions from their communities. Products in focus at present are related to Hybrid and Cloud Solutions, deep dive on Cyber Security, and Master data management.

S/4 HANA will stay as a major topic with constant follow up and discussions to help SAP understand the market reaction and to help the user groups clarify their concerns, issues, priorities, and strategies. The action plan results will be shared with all SUGEN members as progress continues and results are achieved.

Contributed by **William Khalil [SUGMENA]**

Update on Strategic Questions, Nov. 2015

In 2015 SUGEN started a new Strategic Questions process with SAP. The purpose is to give all SUGEN members the opportunity to ask their most critical strategic questions to SAP and to also get answers from SAP that can be communicated with their local user group members.

Before the SUGEN meeting in April in Walldorf, a list of questions was sent to SAP. The questions covered topics like S/4HANA, license models, acquisitions, cloud, general product strategy and service & support. Some questions were discussed in the Face-to-Face meeting and all other questions were answered in a written formal response post the meeting.

We evaluated this first cycle and based on the feedback, we have started the second cycle for this year with the following improvements:

- More focus on the most important influence topics
- More in-depth face-to-face dialogue with SAP

Contributed by **Rob van der Marck [VNSG]**

Update on SUGEN Survey: Is S/4HANA Good Enough?

During the April 2015 SUGEN Meeting representative of SAP provided the members with detailed updates on the status of development and Road Map for S/4HANA. During these presentations, the members of SUGEN were asked their opinion of what has been developed so far. SUGEN undertook a small survey to gauge the members' views and the points listed below are a consolidated view of the responses. Overall, SUGEN members acknowledge S/4HANA as the next generation ERP. We support the vision, strategy and concept. At the same time we have concerns.

1. The coverage of functionality is not broad enough yet and the system cannot be seen as a replacement for the entire suite.
2. Incomplete functional implementation, limited mostly to financials, means that Customers will probably have to run two systems for the foreseeable future.
3. There is no clear roadmap with a timetable for development of the product.
4. There isn't a high availability scenario available yet.
5. The interfaces between S/4HANA, traditional products and other newer acquired products are not well defined, standardised and documented.
6. There is confusion about what the migration path is and how to move off traditional products onto S/4HANA
7. There is concern about being locked into one Database vendor.
8. Given the track record of SAP's disparate User Interface technologies there is doubt as to the future proof status of Fiori.
9. Business Use Cases are not clear and compelling enough to warrant the expense and time to move off working and satisfactory environments.
10. There is concern that Customers perceive that the licensing of S/4HANA means that they will effectively be buying their systems again.
11. There are concerns about the level of support available in the Partner Community.
12. Key prerequisites for migration are not well understood. e.g. the New GL is required in order to move to Simple Finance.

It must be said that the main part of the comments are from May 2015. Since then, a lot has been added and changed because further development of S/4HANA goes fast.

SUGEN looks forward to a further dialogue with SAP on the development of S/4HANA during the next Face-to-Face meeting in November.

You can look at the following information sources (log in with your S-user id if applicable):

[S/4HANA roadmap](#)

[Full list of products available for SAP HANA \(Product Availability Matrix\)](#)

Several high availability options exist (e.g. fail-over node, system replication, storage replication); details are described in the document "[SAP HANA in Data Centers](#)" + in the [High Availability Whitepaper](#).

Contributed by **Grahame Reynolds [SAUG]**

Status Update on SUGEN Innovation Adoption Charter

Paving the way to Innovation

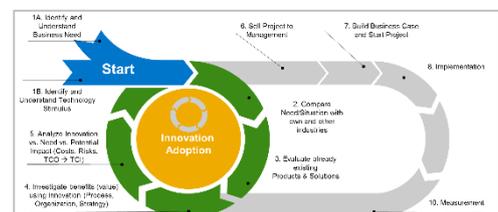
As we reported in the last edition of the SUGEN Digest, the Innovation Adoption Charter team is working avidly behind the scenes towards a public domain model, or methodology, like ASAP (Accelerated SAP) and develop a handbook that shows step-by-step how to implement innovation.

The aim is that the methodology will be available to all SAP customers and will include a comprehensive roadmap of project phases, project steps, checklists, best practices and accelerators.

To continue on from the last SUGEN Digest article, we are delighted to announce we have support from the Business Transformation Services (BTS) and Global Service and Support (GSS) organisations within SAP, who are working closely with the SAP Global User Group Office (GUGO) and Charter team member, Pedro Arrontes.

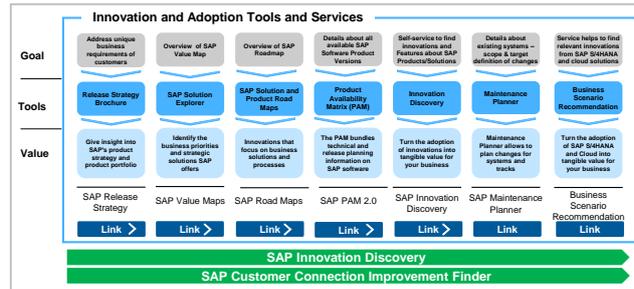
Workshops are currently ongoing and the results from these will be shared with the Charter Team in October, so that they can be verified and refined before the November meeting of SUGEN members in Walldorf.

The charter team aims to have the handbook available by the end of 2015.



In the meantime, we have already achieved a number of positive outcomes from the work of the Charter Team, including a series of Webinars from SAP to educate our members on various topics, such as:

- [SAP Release Strategy](#)
- [SAP Solution Explorer & Value Maps](#)
- [SAP PAM 2.0](#)
- [SAP Innovation Discovery/incl. online roadmaps](#)
- [SAP Maintenance Planner](#)
- [Business Scenario Recommendation](#)



The [webinar series](#), beginning in September with an overview session, has been created to help User Group members understand the future direction of SAP technology and to both highlight and demonstrate how to use available tools in understanding and adopting innovation.

Contributed by **Craig Dale [UK&I SUG]**

SUGEN Growth

The SUGEN Growth initiative was agreed last year at the November SUGEN Face-to-Face meeting and after the first half of 2015, we would like to provide an update on the activities that have been undertaken.

SUGEN Growth Committee have worked on several documents to support this process and explain the benefits a new UG's can expect when joining the SUGEN network and at the same time explaining the commitment and engagement expected from them. In order to support the Growth process itself a protocol document has been created that explains and guides SUGEN through the steps to follow when engaging new UG's.

To date there has been two types of activities. Firstly, the SUGEN Growth Committee members contacted current UG that in the past months showed low participation in SUGEN activities. The principal goal of this action was to understand what are the reasons behind this and support the UG's to reconnect to the SUGEN network.

Secondly, the SUGEN Growth committee, following the new protocol document, contacted new prospects. The result of this activities is the announcement of two new members of SUGEN: SAPIence.be (Belgium) and ASUG Colombia.

The SUGEN Growth Committee consists of SUGEN members from Argentina, Australia, Norway, Sweden, France and Spain.

Contributed by **David Ruiz [AUSAPE]**

Introduction of new SUGEN Members

SAPIence.be, the Belgian SAP User Group, was founded in 2002, some 13 years ago. It's our mission to grow members – SAP users and [SAPIence.be](#) partners – in SAP skills, while playing an independent, facilitating role in sharing experiences between users on a peer-to-peer basis, and use the power of our community for influencing SAP.

Aside local organized events we participate in international surveys with other user groups and IFG's (e.g. SAP PI, FIN, CRM, Workflow, ...). This year we participated in a survey with the French user group USF about SAP CC's and each year we participate in the SAP PI survey with the IFG SAP PI.

Together with the support of SUGEN as being part of them we aim to grow our community even faster. That's why we put a lot of effort into attracting the right audience by serving and co-create the right content based on qualitative cases of users and partners.

SUGEN member of [SAPIence.be](#):



Contributed by **Frank Haes [SAPIence.be]**

ASUG Colombia was founded in 1999 and is today a community with 114 members. 27% of our associates belong to the top 100 businesses in Colombia and 46% of the top 500. We also are a member of AUSIA, a network of Spanish and Portuguese speaking SAP User Groups, founded in 2011. We share similar goals as other user groups, i.e. we provide value to our members through the sharing of best practices, experiences and networking.

[ASUG Colombia](#) offers its members sessions and infodays focused on SAP strategy, localization, support services, and industry (product) trends in a collaborative forum. We also support initiatives in services, drive relationships with other SAP user associations, promote success stories, develop content, and organize an annual congress, among others.

SUGEN representatives of [ASUG Colombia](#):



Contributed by **Maria Victoria Bustamante [ASUG Columbia]**

SAP UPDATE

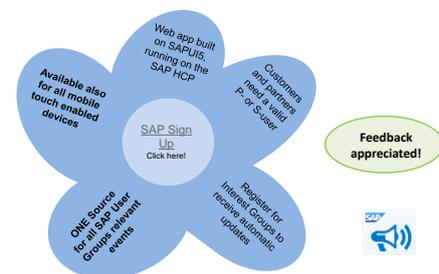
New Platform for SAP User Groups Events & Webinars

SAP Sign Up is a new platform, designed for user groups and their members to stay informed about upcoming events such as live webinars. It is currently running in pilot mode. A demo will be given during the SUGEN Member Online Meeting on September 21.

Advantages of this new application?

The platform provides:

- an overview of all upcoming events and webinars
- allows to register for specific Interest Groups (Application, Platforms, Business Networks, S/4HANA, Roadmaps, Service & Support)
- sends automatic updates (searching for webinars of interest becomes obsolete)
- available for all mobile touch enabled devices



Have a look [here](#).

Contributed by **GUGO**

2015 SAP Release Strategy Brochure

The SAP Release Strategy Brochure provides an overview of SAP's product and solution portfolio and explains SAP's overall product strategy. The brochure is devised to provide transparency over the release and maintenance strategy for cloud, on-premise, and hybrid deployments, as well as mobile apps.

The SAP Release Strategy communication is designed to

- support the planning of SAP implementation and upgrade projects
- describe how SAP standard software is made available to customers
- show which maintenance strategy rules are applied to SAP software products
- explain how the integration between different software product versions is assured



More on [SAP Support Portal](#)

Contributed by **GUGO**

SAP ONE Support Launchpad

The Launchpad is the latest enhancement to the SAP ONE Support program, designed to deliver a consistent, end-to-end support experience for companies of all sizes and deployment environments, including on premise, cloud and hybrid. It provides a new central entry point to support services and learning modules, personalized for each user's technology and product needs.

The advantages are:

- Easy and user-friendly way of raising support tickets/or searching the incidents
- Easy way of responding to OSS messages
- Personalized view on tasks, apps and solutions relevant to the particular user
- Quick overview on the status of open tasks
- Now you can access through a mobile device too on the go

[SAP Support Portal](#)



YouTube video

Contributed by **GUGO**

Workshop for SAP User Groups & its members: UX Fiori Design Workshop

SAP User Groups now have the possibility to offer UX Fiori Design workshops to their members in collaboration with SAP. In these workshops the participants learn:

- When to use which UI technology and to understand the SAP Fiori roadmap and portfolio
- How to create a UX Roadmap for their company
- How to design a Fiori app using Design Thinking principles
- To build and implement Fiori Apps themselves

The Dutch and Swedish User Groups have already offered these workshops to their members.

What are the conditions?

The User Group invites the participants and organizes venue, catering and required materials.

SAP sponsors the time and expertise of the coaches and trainers and the user group only has to cover their travel and expenses.

You can contact Tobias Gollwitzer if you are interested in offering this kind of workshop to your members.

experience.sap.com/designservices

Tobias Gollwitzer
Programm Manager, Design & Co-Innovation
Center
SAP SE

Tobias.gollwitzer@sap.com
@tubngollwitzer
linkedin.com/in/gollwizertobias



Contributed by **GUGO**

SAP Innovation Discovery: New Version of Innovation Discovery Tool planned

The [SAP Innovation Discovery Tool](#) is an important tool to explore and find SAP Innovations as part of the SAP Business Suite and parts of the SAP Cloud applications.

During the first Innovation Adoption workshop, the Innovation Discovery Tool and its functionality was presented in detail to the members of the Innovation Adoption Charter.

Beginning of July, the Product Management Team responsible for the Innovation Discovery Tool presented the road map and new features of the new planned version to the members of the Innovation Adoption Charter. Susanne Schneider and Nikola Freudensprung of the Innovation Discovery Team are looking forward to having the members of the Innovation Adoption Charter as Early Adopters, receiving from the very beginning, including the design phase, valuable feedback and proposals on how to improve and optimize the tool.

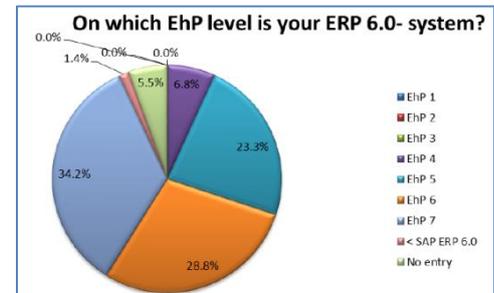
Stay tuned for more on the new version of the SAP Innovation Discovery.

Contributed by **GUGO**

Service & Support Survey

VNSG, the user group in the Netherlands, conducted a survey on Service & Support in March/April 2015. The questions covered (Enterprise) Support, Enhancement Packages (EhP) and it's Business Functions, Extension Policies and Solution Manager.

- The response rate was 14%.
- 24% of the respondents had Standard Support as their support model.
- The Enterprise Support Academy, the framework with a lot of services for Enterprise Support customers, is quite unknown. Almost 49% hadn't heard of it. Meaning that customers don't get the full value out of Enterprise Support.
- Respondent are on new releases; 63% is on ERP 6.0, EhP 6 or 7.
- Almost 50% of the respondents have activated Business Functions from the EhP.
- The Extension Policies (switching existing on-premise licenses for new licenses for cloud of other innovations from SAP) are rather unknown; 32% of the respondents don't know about them.
- Solution Manager is widely used, by 82% of the respondents and mainly (61%) on the new versions.



Based on the conclusions of this survey, there is work to be done by SAP and user groups to spread the word on “How to get more value out of Enterprise Support?” and “How to use the Extension Policies for my company?”. In the Netherlands, this has been or will be done by the SAP Enterprise Support Days, presentations at other Service & Support related events and articles in magazines and newsletters.

Full survey results are available [here](#).

Contributed by **Rob van der Marck [VNSG]**

UX / Fiori Adoption Survey

VNSG, the user group in the Netherlands, conducted a survey on User Experience (UX) in general and especially Fiori in June 2015. The questions related to having an UX strategy and the drivers for it, the user interface currently in use and in the near future and about the specific experience with Fiori.

- The response rate was 20%.
- Only 7% of respondents have a User Experience strategy and 36% are working on it. 51% of the respondents do not have a UX strategy.
- Improvements in user experience/user adoption is by far the main driver for UX strategy. Followed by increased productivity and enhanced mobility for users.
- SAPGUI for Windows and Enterprise Portal are currently the most commonly used user interfaces. SAP Fiori and SAPUI5 will be more widely used within the next two years at the expense of the two previously mentioned.
- More than 90% of respondents know what Fiori is and know that it is now part of the underlying licenses at no additional charge.
- Fiori is implemented by 14% of the respondents (we call this the actual Fiori adoption) and 60% had an implementation period of more than 4 weeks. The added value that people experienced are improvements in user experience/user adoption and enhanced mobility for users.
- 18% of the respondents said they have concrete plans to implement Fiori and from that group 81% will do so within 6 months. In addition, 44% of the respondents said they are working on plans.
- Profile of the respondents; 86% work in IT and 12% are using Fiori themselves.



It would be good to get some comparative figures from other user groups. If you would like to do this survey in your own country or region, you can contact rob.van.der.marck@vnsg.nl for the questions that were asked in English.

Contributed by **Rob van der Marck [VNSG]**



We encourage you to share this information with your membership and to share back with us any questions or comments, so that we can address them in future issues of the SUGEN Digest.

Sincerely,

William Khalil, SUGMENA

Grahame Reynolds, SAUG

Stein Ove Rov, SBN

David Ruiz Badia, AUSAPE

Rob van der Marck, VNSG