Training and Enablement

Enabling people to perform as an Intelligent Enterprise
Why great training and enablement is as important as great technology

SAP® software is designed to deliver transformative business outcomes. To truly realize this value, your employees need to be equipped with the right knowledge and skill sets. Even the best technology can under-perform when people aren’t properly enabled to use it. This is why training and enablement are so critical.

Sufficient levels of training are proven to generate major improvements across key performance measures, including reduction in deployment time, increase in productivity, and greater satisfaction.¹

With training directly from SAP, you tap into our unique depth of experience, global presence, and worldwide partner ecosystem. Driven by a passion for education, we apply these unmatched resources to transform your company into an intelligent enterprise – empowering your people to innovate faster than the competition, create new markets, and capture mindshare.

The results you’ll achieve

Our goal is your success. We want you to realize the full business value of our technology – not just one or two applications, but your entire investment in SAP over time. Our comprehensive training approach is proven to deliver:

- Significantly faster solution deployment
- Improved KPIs
- Higher software adoption rates
- Greater employee productivity, engagement, and satisfaction

“…organizations should provide users, administrators, and implementation team members sufficient training.”

Cushing Anderson, Program Vice President, Business Consulting and IT Education, IDC

Fostering continuous learning

Today’s constant influx of cutting-edge business tools, techniques, and technologies demands that continuous learning be woven into the fabric of corporate life. A lot has been said and written about this need, but practical guidance has been scarce. Until now.

A real-world framework from SAP
SAP translates the continuous learning vision into a pragmatic sequence of clearly-defined stages, matched with needs-specific SAP training and enablement solutions. Our tools are shown to help people achieve comfort, confidence, and proficiency with SAP technology. Deploy them to support your users throughout the cycle of learning – for high adoption, maximum productivity, and rapid return on your SAP software investment.

SAP Continuous Learning Framework

1. Prepare project teams and key users
   - Instructor-Led Training from SAP
   - SAP Learning Hub
   - SAP Global Certification
   - openSAP

2. Empower your people for change
   - SAP Organizational Change Management

3. Adopt and train end-users
   - SAP Enable Now
   - SAP Organizational Change Management

4. Measure progress and remediate problems
   - SAP User Experience Management by Knoa

5. Sustain adoption and optimize performance
   - Instructor-Led Training from SAP
   - SAP Learning Hub
   - SAP Enable Now
   - SAP User Experience Management by Knoa
SAP software training and enablement – learning that works for everyone

Instructor-Led Training from SAP
Considered the world’s best training in SAP software. SAP courses delivered by expert instructors in traditional classrooms, or SAP Live Class (virtual) training. The most comprehensive, up-to-date training across the SAP software portfolio, at every level from the basic to highly advanced skills.

- Flexible option of traditional classroom and virtual live training – standard or customer-specific
- Reduced travel-related costs with virtual live training
- Immediate access to experts and peers

SAP Learning Hub
Unlimited cloud-based access to a wealth of SAP skill-building knowledge, with a single affordable subscription.
- 24x7 access to training content including SAP Learning Rooms
- Self-paced e-learning courses, learning journeys, and e-books
- Expert-led social learning forums
- Access to live, fully configured versions of SAP software applications for real-world practice

SAP Learning Hub, professional edition, is ideal for customers with two or more SAP applications. For training in a single SAP application area, choose from one of eight SAP Learning Hub solution editions, featuring 10 hours of hands-on practice through SAP Live Access and two exam bookings for online certification in the cloud.

64% of surveyed participants indicated that they do not have the personnel with the skills necessary for digital transformation.


For IT/administrators, project teams, and key users

Learn more
SAP Live Access
Deploying and maintaining systems for hands-on training can be complex and expensive. SAP Learning Hub customers can subscribe to SAP Live Access to use SAP training systems that perfectly match the standard SAP training courses.

• Reduce costs and complexity of creating and maintaining training systems
• Active skills training to improve user performance
• Explore SAP innovation before adopting new software
• SAP Learning Hub, solution editions, include 10 hours of free SAP Live Access

SAP Global Certification
SAP certifications help validate the expertise and experience of SAP partners, software users, customers, and professionals who are looking to be placed in an SAP environment, and are required for several roles and responsibilities.

• Preparation includes study and hands-on experience
• Associate, Delta, Specialist, and Professional certification levels available
• Exam delivery at facilities worldwide and online with remote proctoring
• More than 420,000 individuals certified worldwide
• SAP® Global Certification digital badges easily posted and shared on social media

“Thanks to the flexibility SAP Learning Hub provides with its over 7,500 training contents, all our consultants have the ability to use these contents whenever and however they want, and as a result it has become an important tool with a high added value.”

Özlem Vidin Engindeniz, Director of Daimler Global IT Solutions Delivery Center, Mercedes-Benz Türk

Hear the customer story
openSAP
A massive open online course (MOOC) platform available free of charge to anyone interested in exploring the latest SAP solutions for the digital economy. Provides an introduction to SAP’s innovation topics and platforms, using innovative learning techniques such as gamification.
• Flexible online access anytime, anywhere
• Social learning format for interaction with experts and peers
• Open to individuals and organizations
• Earn a Record of Achievement and Digital Badge upon successful completion of a course

For all roles
Learn more

SAP Enable Now
A collaborative solution for creating and deploying content for all modes of corporate learning, including formal and informal learning, and in-application performance support. Formats include instructor-led training, online courseware delivered directly or via a learning management system (LMS), instructional videos, process tutorials with simulations, and time-of-need assistance embedded within applications.
• Accelerated content creation: create content once and deliver in many formats
• More effective and engaging training materials and user support
• Higher user productivity and greater ROI on software investments
• Unique built-in Web Assistant for SAP cloud applications such as SAP S/4HANA and SAP SuccessFactors®
• Free embedded, contextual help and learning content via the SAP Enable Now Web Assistant

“...The main ROI we realized from SAP Enable Now was a dramatic reduction in the time to develop new content. The time it took was reduced by 60% and the time to review content was reduced by 50%.”

Training and Development Manager
Source: https://youtu.be/ehARTIWpvFO

For end-users
Learn more
SAP User Experience Management by Knoa
A solution to optimize the performance of your SAP software and the people who use it. Collect and analyze real-time interaction data from users’ desktops and mobile devices to spotlight where problems lie, determine root causes, and take effective remedial action.

- Evaluate user interactions with your business-critical software
- Address software performance at all lifecycle stages
- Measure the impact of training and process improvement initiatives
- Increase software adoption

SAP Education has a comprehensive set of best-practice consulting services to meet the needs of all our customers. Please contact SAP Education to explore further.

Consulting services for SAP Organizational Change Management
Achieve your business goals faster and help employees embrace new technologies with change management services from SAP.
- Help employees perform work functions with a high degree of comfort
- Learn why change is necessary, what will change, and what the benefits are
- Receive training so everyone can expertly apply their new skills

“Until now, our system-support users had no way of knowing exactly how employees interact with SAP software. Now, with SAP UEM, our support teams are better equipped to identify and resolve issues rapidly and help improve the user experience.”

Gibbons Saint Paul, SAP Functional Solution Architect, Salt River Project

Learn more
Consulting services for training needs analysis
Draw on SAP expertise to assess your learning needs and deliver tailored learning plans to achieve your educational goals.

- Examine your company’s objectives, user communities, and implementation plan
- Assess current skills and develop a plan for moving forward
- Receive a comprehensive proposal with specific recommendations and associated costs for individual roles and team members

For IT/administrators, key users, and end-users

Learn more

Consulting services for content development
A flexible set of content development services using SAP Enable Now to provide you with end-user training content you need, when you need it.

- Accelerate onboarding and foster continuous learning
- Reduce your cost of content authoring
- Quickly scale your capability to create content and meet deadlines
- Supplement limited in-house resources and skills

For end-users (best practices services for all your needs)

Learn more

“Everything has to start with empathy for the end user and the experience they are getting from SAP.”

Bill McDermott, CEO, SAP
How SAP software training and enablement can address your biggest challenges

Deploy software projects on time and on budget
Studies show that software projects often under-perform or fail outright, in the absence of appropriate training for both technical and application users. This kind of under-enablement has especially dire consequences for new and transformative technologies. That’s because innovations like SAP S/4HANA, SAP Leonardo, artificial intelligence, and big data demand radically new skills and fresh ways of thinking. Inadequate training can diminish the business impact of these new technologies.

This is where SAP training and education consulting can make a game-changing difference. Tap into our expert assistance early in planning and implementation, to develop a successful training strategy and tailor specific learning plans for various roles. Launch these programs during software deployment to ensure full user enablement on your go-live date, on time and on budget. Then follow up with advanced instruction, sustained guidance, and ongoing support. Transformative technology and empowered users are an unbeatable combination.

Business value
• Build internal skill sets to support your digital transformation
• Avoid common pitfalls and minimize customization effort and cost
• Ensure project alignment with your strategic goals
• Increase the return on your SAP investment

Organizations can save 10% deployment time – on average almost a month.

Increase employee engagement and productivity

Many organizations experience less than optimum rates of software adoption. Thought leaders point out that the problem can be too much emphasis on technology and not enough on people. Users sometimes don’t receive the right kind of training and enablement, or nearly enough of it. When this happens, employees find themselves unequipped to harness the full potential of new technology. This is frustrating for them and detrimental to the business.

The remedy is targeted and effective SAP training and enablement in a variety of formats. Give your people a choice of on-site training or live virtual courses geared to their skill levels and application needs. Provide them with access to SAP Learning Room (via SAP Learning Hub) to draw on the knowledge of specialists and peers. Blend informal and social learning with traditional course options. Deliver customized micro-learning and process guidance where it’s needed most: right inside SAP applications. Get assistance from us in measuring and fine-tuning your learning strategies to achieve the best results.

With the right training, enablement, and support, you can replace user disengagement, stress, and frustration with productive and satisfying experiences that drive higher software adoption, tangibly superior business outcomes, and greater employee satisfaction.

Business value

- Engage employees with the training they need to excel and advance their careers
- Support project success and ensure rapid time to software value
- Maximize user productivity and streamline business process execution
- Improve the ROI of your SAP investment
- Achieve higher software adoption rates

For more information on implementing or adopting SAP technology, please contact education@sap.com or visit www.sap.com/training.

On average, organizations saw 7 to 13 times improvement in key performance measures when end-users were sufficiently trained.
