



# SAP Influencing Programs: IMPROVE SAP Products

## All about SAP Customer Connection

SAP Customer Connection Team

PUBLIC

# Let's IMPROVE SAP Products together!

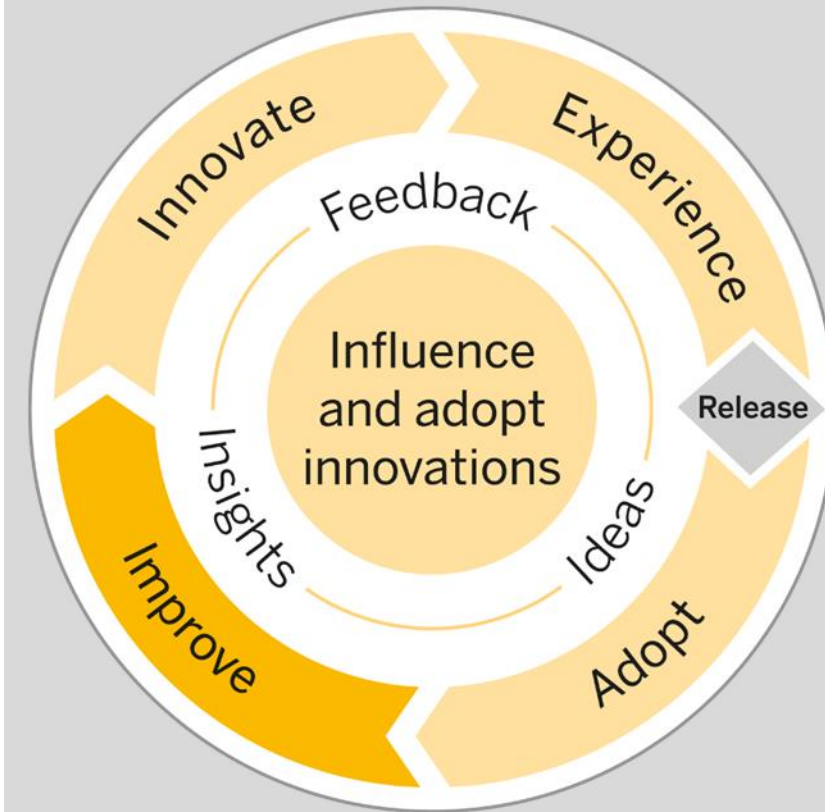
## With SAP Customer Connection:

- **Customers** define **areas for improvements** jointly with **SAP User Groups** and **SAP teams** by submitting their influence requests.
- Once an **opportunity** is accepted, **customers** review and vote for **improvement requests** that are valuable for their needs or submit their own.
- SAP evaluates for implementation the **improvement requests** that meet the **voting threshold**.
- **SAP teams** prioritize improvement requests by customer votes and development scope.

## Collaboration between Customers, SAP User Groups & SAP teams ensures:

- A direct and transparent channel to address improvements requests.
- A focus on **most current customer needs**.
- An easy collaboration between customers and SAP.
- Regular communication on the status of the improvement requests.
- A major impact on SAP : customers fine-tune SAP products and solutions - and influence SAP direction to benefit in their organization.

IMPROVE SAP products at  
<https://influence.sap.com/improve>



# IMPROVE the product(s) you are using today!

## What's in it for you?

- Work closely with SAP development teams in Project mode (**Focus Topics**) to improve on-premise products and solutions in mainstream maintenance.
- Incrementally improve the products and solutions you are using today.
- Join already existing opportunities or help us to identify new product improvement areas.
- If you don't find the product you want to improve, SAP recommends submitting an **"Influence Request"** with the help of 60 [SAP User Groups](#) worldwide.

## Discover what your peers have to say about SAP Customer Connection!

- Learn how your participation in SAP Influence programs can help you in your daily work with our [Customer Success Stories](#).

Explore Influence Opportunities  
Join Customer Influence  
Customer Influence Programs  
Customer References

See how customers are succeeding with SAP



Collaborating to improve existing SAP solutions  
Discover how InCloud Solutions is enhancing the SAP solution landscape by working with a community of SAP experts and customers.  
[Read the customer profile >](#)



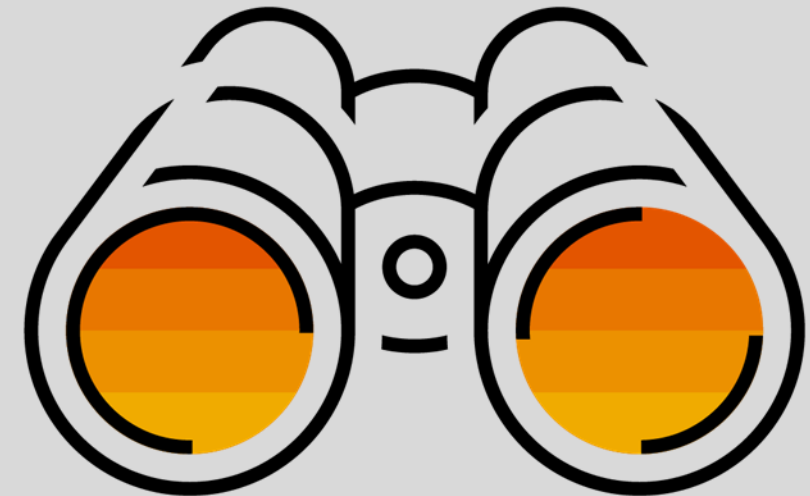
Live in weeks using the SAP Early Adopter Care program  
Learn how Döhler now benefits from a fast and accurate end-to-end reconciliation process after going live in just four weeks.  
[Read the customer profile >](#)



Building relationships and loyalty with SAP solutions  
Find out how Ravensburger is improving customer reach with consumer-centered, omnichannel communications driven by insight.  
[Read the customer profile >](#)

Join current opportunities now!

SAP Customer Connection  
[influence.sap.com/CC](https://influence.sap.com/CC)

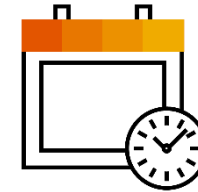
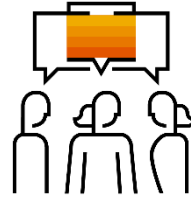


# How SAP Customer Connection Focus Topic projects are initiated

SAP customers (**SAP User Groups and Communities**) request a focus topic (scope of specific project) and trigger the defined process at SAP.



SAP activities



Once a project is announced, all customers can participate!

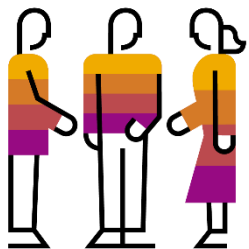
SAP checks criteria for requested Focus Topic project

SAP decides based on:

- Market demand/customer base
- Active User Groups
- Available and allocated capacity

SAP plans approved Focus Topic project

Project scope and timeline are published on collaboration site

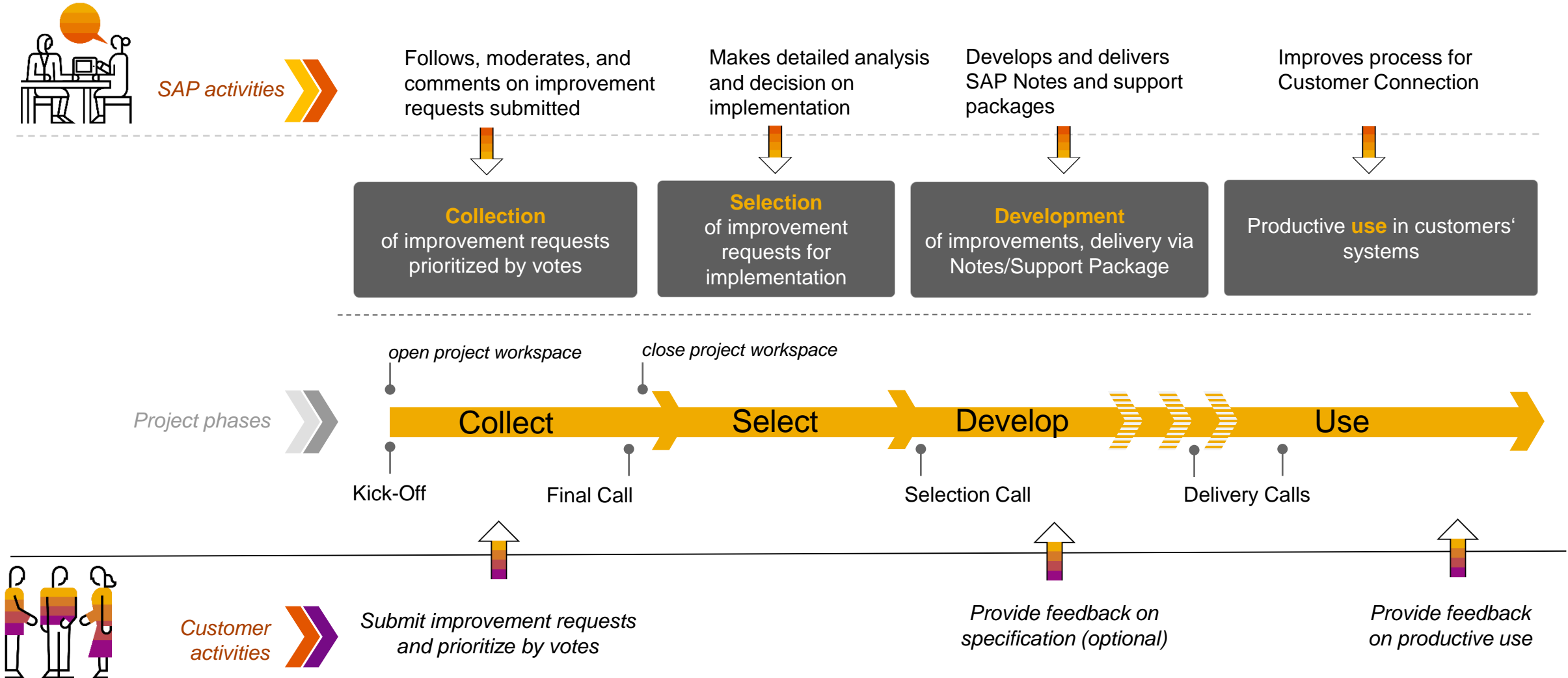


Send Influence Request to SAP



SAP User Group / Customer Community

# How SAP Customer Connection Focus Topic projects are run

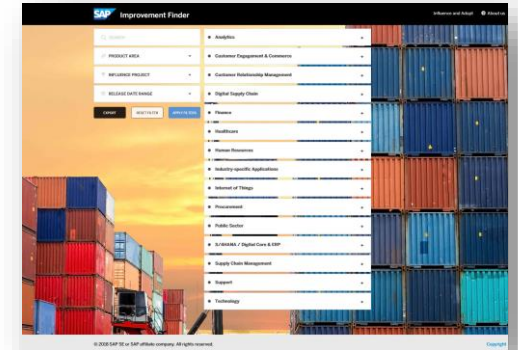


# Your takeaways



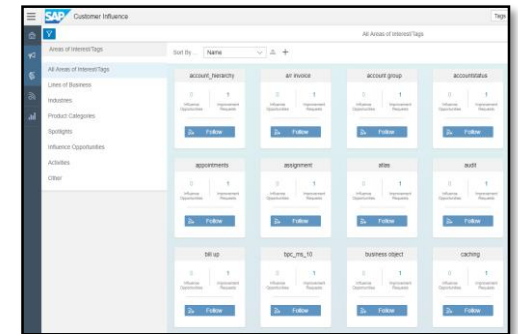
## Benefit from delivered improvements

- **Download** to adopt improvements available in SAP Notes or support packages under <https://sapimprovementfinder.com>



## Take part and IMPROVE products

- **Follow** your [area of interest](#) and stay informed about planned focus topic projects
- **Submit** your improvement request(s) for focus topic projects in the collect phase
- **Vote** for improvement request(s) submitted and get them qualified for evaluation



## Submit an influence request

- **Inform your community** about the influencing opportunities offered
- **Align** your needs within your community
- **Trigger process** by submitting an Influencing request through your User Group



# Thank you!



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