

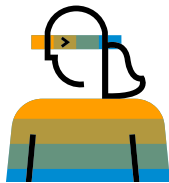


Empowering Transformative Business Outcomes

Introducing SAP® Training and Adoption

It's a Different World

We've been training people to make the most of SAP® software since the company's very beginnings. In the decades since then, a lot has changed.



BUSINESS HAS CHANGED

Operations have scaled globally. Processes, competencies, and business models have been overhauled, re-engineered, and automated to channel the power of digital innovation. Intelligent enterprises are now harnessing cutting-edge SAP platforms to achieve exceptional outcomes.



TECHNOLOGY HAS CHANGED

The digital revolution has transformed the world with technologies like the Internet, cloud computing, AI, machine learning, and predictive analytics. Productivity has been redefined by intuitive line-of-business software that works like people do, instead of the other way around.



THE USER EXPERIENCE HAS CHANGED

New paradigms, dynamics, and tools have deeply affected how people do their jobs. The workforce is tasked with continually refreshing existing skills, acquiring new ones, and evolving new ways to think about business problems.



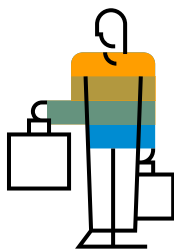
OUR TRAINING PORTFOLIO HAS ALSO CHANGED

Training doesn't only happen on-site anymore. It's delivered digitally so that people can learn at any time, from any location. And courses are no longer the sole avenue of learning. Training is now embedded right inside key SAP software platforms, when and where it's needed most.

All in all, just about everything has changed except our name. It's now time to update that as well, to reflect today's new realities and the new kinds of value we deliver for you.

Introducing SAP Training and Adoption

What's in a name. Our new, two-part name reflects the evolution of our vision and portfolio. As we've always done, we equip our customers with new SAP knowledge and skills. But in the digital age, we don't stop there. We help your people adopt and apply these skillsets in the daily flow of work – to deliver exceptional results for the enterprise.



WHAT'S IN IT FOR YOU

Business success. Training that empowers everyone at every level to maximize performance and achieve proven, measurable, transformative outcomes.

People success. Training that maximizes software adoption and productivity with targeted, learner-centric platforms delivered online, on-site, virtually, and in the flow of work.

Competitive agility. Training that drives faster innovation, enhances resiliency, and keeps you up to speed with evolving technology through a dynamic culture of continuous learning.

NO ONE KNOWS SAP LIKE WE DO

In a world of constant change, one thing hasn't: We're still the only training by SAP for SAP. Award-winning, best-in-class SAP training, designed and delivered by the people who build the platforms – including time-of-need learning modules embedded inside SAP applications.

Why Training and Adoption Are Must-Haves

In today's business arena, software training and enablement are no longer optional, if indeed they ever were.

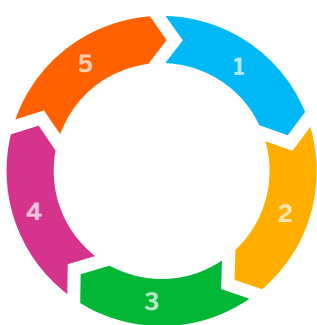
If people aren't trained in new and innovative technologies, they won't succeed in adopting them. If innovative technologies aren't broadly adopted, the business won't achieve transformative results. The equation is as simple and foundational as that.

WHY CONTINUOUS LEARNING IS ESSENTIAL

The ceaseless cadence of technological change demands that skills be constantly refreshed and updated. Toward this end, SAP has developed a set of continuous learning best practices matched with our training and enablement solutions. Weave this framework into your corporate fabric to maximize productivity and competitiveness, and to ensure a constant stream of innovation. Learn more [here](#).



SAP Training and Adoption – Continuous Learning Framework



1. Prepare project teams and key users

openSAP platform
Instructor-led training from SAP
SAP Learning Hub

2. Empower your people for change

SAP Organizational Change Management services

3. Adopt and train end-users

SAP Enable Now Framework
SAP Enable Now solution
SAP Organizational Change Management services

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 Framework
SAP Enable Now solution
SAP User Experience Management by Knoa

Proof Positive

Intuition tells us that more training generates higher productivity and performance. Now data-driven analysis confirms it.

Recent IDC research shows that*:

7–13 times

Organizations with more training saw **7–13 times more** improvement for all value drivers

11% faster

Better training leads to **11% faster** software deployment

62% fewer

Organizations with well-trained system administrators have up to **62% fewer** support calls

Organizations that leverage User Experience Management by Knoa, our enterprise software interaction visibility platform, achieve**:

671% 

three-year ROI

5 

Investment payback within **five** months

15% 

average higher gross SAP user productivity

30% 

more efficient business processes teams

31% 

more efficient incident response teams

16% 

more efficient help desk teams

21% 

more efficient security teams

*IDC White Paper, sponsored by SAP, How Much is Enough? Defining How Much Training Is Required to Achieve Maximum Business Value, June 2018

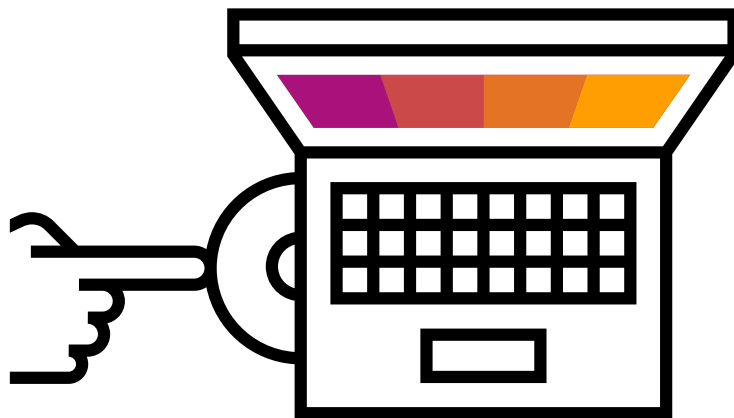
**IDC White paper, sponsored by SAP, The Business Value of Higher-Performing and More Efficient SAP Environments with SAP User Experience Management by Knoa, November 2019

An End-to-End Training Portfolio for Software Adoption

We deliver multi-mode learning and support for technical users, project teams, consultants, administrators, business users, and anyone else who wants or needs to build SAP software skills.

- Live instruction in classrooms and on-site
- Live instructor-led virtual classes
- Self-paced tutorials and learning videos on-demand
- SAP-expert-led collaborative peer-to-peer digital learning
- Global certifications with online remote-proctored exams
- In-application embedded learning and enablement for business users
- Data-driven user experience management platform
- Consulting services for change management, enablement planning, and enablement execution

To learn more about our comprehensive offerings, visit www.sap.com/training-adoption



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