

SAP® Enterprise Support Academy to Enhance Skills and Speed Time to Value

Quick Facts

Summary

The SAP® Enterprise Support Academy program offers a wide range of services and educational content, empowering your people to develop their skills and boost their knowledge. Included as part of the SAP Enterprise Support agreement at no additional cost, this program enables you to fully maximize the benefit of SAP Enterprise Support offerings and the SAP software that runs your business.

Objectives

- Learn how to run your software solution at peak performance
- Get guidance on how to maintain operational standards
- Access the knowledge you need to maintain a competitive edge
- Accelerate innovation throughout the organization
- Foster collaboration between your business and IT departments

Solution

- Content and service offerings accessible by business or IT role
- Learning assets that match your solution's lifecycle phase
- Assets in the format that suits you
- Structured guidance on how to address specific business challenges through SAP Enterprise Support value maps
- Tailored package of knowledge articles and guided procedures to help you implement and operate the SAP HANA® platform

Benefits

- Faster time to value for upgrades and implementations
- Higher skill levels for improved project performance and more-efficient IT operations
- Reduced training costs

For More Information

Learn more by visiting the new SAP Support Portal destination at <http://support.sap.com/esacademy>.





Driving innovation, enabling efficiency, improving performance, and reducing costs – these are the reasons you run your business on SAP® software. However, [to get the most out of your investment](#) during its entire lifecycle, you must empower your people with the know-how they need to operate the software in the most efficient way. The SAP Enterprise Support Academy program can help.

YOUR PROGRAM FOR SAP ENTERPRISE SUPPORT SERVICES

Keeping your people up to speed is a constant challenge. In order to maximize the value of your investment in your software environment, your staff must know how to operate the software as efficiently as possible. Providing them with this knowledge on an ongoing basis is a challenge you need to face head on. Fortunately, the SAP Enterprise Support Academy program gives you access to the services and content you need to do this.

Comprehensive

SAP Enterprise Support Academy serves as a single point of access for the services and educational content your people need to keep your business running smoothly and efficiently. Through a dedicated portal, you'll find a wide range of services and content that can help you master the details of the software that runs your business. From IT-specific details of the SAP Solution Manager application management solution to leveraging the game-changing power of innovative technology – you'll find exactly what you need to get the most out of your SAP software investment. In the end, this helps you manage application lifecycles more effectively and maintain operational standards consistently in order to support your business strategy.

Individualized

The best way to up-skill your workforce is to deliver what's right for them at the time they need it. This is why SAP Enterprise Support Academy operates on a just-in-time model rather than a just-in-case model. Users are empowered to pinpoint for themselves the content and services they need and consume them when they're ready. Through built-in learning management software, they can manage their individual learning plan, find what they're looking for, access it on their own timetable, and bookmark it for future reference. This helps minimize superfluous training in favor of getting what is needed to master the skills that matter most today.

Flexible

The more ways your people can master content and access services, the better off you will be as an organization. This is why SAP Enterprise Support Academy emphasizes flexibility. Looking for general knowledge? Access our library of documentation on best practices, how-to guides, and tutorials. Need the insight of an expert? Participate in live meet-the-expert Webinars to get up to speed on the latest technology. Want to move forward with an upgrade? Join an expert-guided implementation session for workshop-style interaction that helps ensure success. The days of "one size fits all" are gone. SAP Enterprise Support Academy gives you what you want, the way you want it.





THE SKILLS THAT DRIVE VALUE – AT LOWER COST

SAP Enterprise Support Academy puts the content and services your people need at their fingertips. At times your staff will want to ramp up on new technology, such as the SAP HANA® platform or mobile or cloud solutions. At other times, they will need to access guidance to get a particular job done in the here and now. By fulfilling both purposes, SAP Enterprise Support Academy helps drive value throughout your organization. With higher levels of skill, your people will be able to get more out of your SAP software investment. And with flexible models for accessing and consuming content and services, you can increase project performance while driving down training costs.

A UNIQUE NAVIGATION SYSTEM FOR MAXIMIZING SUCCESS

You made a strategic investment in SAP software to help your organization stay ahead. You also have SAP Enterprise Support, which offers all SAP customers over 350 support services that cater to their individual needs. However, with such a vast support portfolio, SAP recognized the need to make the selection of the right support services easy for you. Our answer: a clearly structured form of navigation to help you address your business challenges quickly and exactly.

SAP Enterprise Support value maps, available within SAP Enterprise Support Academy, provide navigation paths to guide you through what SAP Enterprise Support has to offer. First, you identify your business challenge or the specific topic for which you need to build up your know-how.

Next, you navigate through the value map offerings in the SAP Jam social software platform to find and consume services, expert sessions, best-practice documents, and more.

SAP Enterprise Support value maps combine two aspects: simplicity and expertise on demand. Our value map collaboration space is SAP Jam, which presents each IT topic simply and clearly. Whether your concern is data volume management, security, mobile solutions, or SAP HANA, a value map is there to help you meet your business challenge. SAP Jam also lets you “socialize” your work. You can connect and collaborate with SAP support experts as well as your peers – all in a cloud-based format. You’ll be able to exchange ideas and get guidance from the SAP experts who moderate each value map space.

SAP Enterprise Support value maps give precise guidance on how to best make use of the extensive SAP Enterprise Support offerings. Every value map provides you with guided information about what it takes in terms of time, resources, and skills to get started and helps you make educated decisions on where to invest and reach out to, for the most impact. You can expect increased efficiency, risk reduction, and an improved level of effectiveness.

SAP Enterprise Support value maps help you leverage the full potential of the tools within SAP Solution Manager by providing guidance to your IT teams on how to use them. This gives them powerful support for driving business continuity more easily, which also helps maximize the efficiency of your IT operations. Due to their constant availability and comprehensive range of topics, value maps are ready to support your IT investment decisions at any time.



THERE'S MORE

Find out more about SAP Enterprise Support Academy in the following ways:

- For general information on the Web, visit www.sapsupport.info/support-innovations/esacademy.
- For specific information on the SAP Support Portal destination, visit <https://support.sap.com/esacademy>.
- To contact us directly, e-mail us at sap_es_academy@sap.com.
- To subscribe to our quarterly updates, use



SAP® ENTERPRISE SUPPORT ACADEMY AND SAP EDUCATION

For over 40 years, SAP has been acquiring training experience and innovation know-how from serving its customers. Thanks to close ties between SAP development and the SAP® Services organization on the one hand and the SAP Enterprise Support Academy program on the other, learning content is available the moment new software is launched. This means you can take advantage of SAP software innovations – new releases of existing software as well as new products – immediately.

SAP Education offerings focus on product-related training, education consulting services, and certification, with many offerings focused on specific systems or applications. SAP Enterprise Support Academy complements SAP Education by providing expert-level knowledge to enable you to accelerate innovation and improve your software operations. The program strengthens the interaction and collaboration required between business and IT to accelerate adoption of innovation on the business side and increase efficiency on the IT side. Access to SAP Enterprise Support Academy is provided as part of your active maintenance contract for SAP Enterprise Support or for other premium support engagements – at no additional cost.





A WIDE RANGE OF LEARNING FORMATS

The generous range of learning formats available from the SAP® Enterprise Support Academy program will be sure to include your preferred mode of learning. The available formats are:

- **Best-practices guides** – This library of how-to guides explains best-practice approaches for typical operations-related tasks for products, databases, and operating systems (for example, checklists for performing a backup).
- **Guided self-services** – Offered within the SAP Solution Manager application management solution, these self-services help you analyze and optimize your system landscape (for example, through business-process analysis or security optimization).
- **Expert-guided implementation sessions** – These workshop-style, multiple-day, remote sessions with experienced SAP service engineers enable you to customize settings and execute complex activities in your own system landscape. For example, a session might focus on commissioning the service desk or setting up test management in SAP Solution Manager. Specific expert-guided implementations are also available to help you prepare and customize your own guided self-services.
- **Meet-the-expert sessions** – Live Webinars focus on SAP Enterprise Support services, SAP Solution Manager, and the support aspects of the latest SAP technology. Recorded sessions are available in the replay library for self-paced consumption.
- **Quick IQ tutorials** – Concise video tutorials step you through making or changing system settings to customize or integrate software, for example.
- **Accelerated innovation enablement sessions** – Live sessions with SAP solution architects explain how to evaluate new features of the latest SAP enhancement packages for SAP Business Suite software. The sessions also discuss how those features may be deployed to support your business-process requirements.



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