

SUGEN Digest, Q4 2016

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.



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SUGEN F2F Meeting, Nov 28-30, 2016 - Update

Foreword by outgoing Chairman William Khalil & new Chairman Gianmaria Perancin

2016 was a remarkable year for SUGEN and the November face to face meeting was the highlight. I completed my two year term as the SUGEN Chair with pride and confidence that SUGEN is a network that will sustain. I would like to thank all SUGEN members, the SUGEN core leadership team (CLT), and SAP management and employees for their support to SUGEN in particular the SAP Global User Group Organization headed by Yasmin Awad. To Bill McDermott, Bernd Leukert, and Michael Kleinemeier I say that the transparency, collaboration, and dialogue are fundamental to the relationship between SUGEN and SAP making SUGEN a network of SAP User Groups that communicate strategic challenges to SAP with flexibility, honesty, and trust. It is an opportunity for me to congratulate the new SUGEN Chair Gianmaria Perancin (France) and the re-elected SUGEN CLT Grahame Reynolds (Australia), Rob van der Marck (Netherland), Frank Haes (Belgium), and Johan Rusaanes (Norway). I trust that the new leadership team will take SUGEN into a two year journey capitalizing on the previous successes and will bring more growth, success, challenging resolutions, and continue the dialogue with SAP. The face to face meeting in November was attended by Bernd Leukert and Michael Kleinemeier to discuss strategic topics in the domains of technology, the future of databases, maintenance and support, innovation, and localization. Other topics discussed with SAP management were in the areas of SAP S/4HANA, BW4HANA, SAP Portfolio, and SAP Roadmaps and Go-To Solutions. For the first time, SUGEN and SAP conducted the SAP Product Excellence Award which is an award that is awarded to the SAP group with the best in innovation of a product.



William Khalil (SUGMENA)
Outgoing Chairman of SAP User Groups
Executive Network (SUGEN)

In a world where digitalization and shared economy are perturbing more and more business models, our companies must keep pace in order to innovate in the right directions and with the best solutions and partners able to implement them. The SAP ecosystem is obviously also deeply impacted, and the "old fashioned on-premise" ERP world that we have all experienced, is leaving space to a world made up of commoditized cloud solutions, where the real diversifying factors are the capacity of implementing simplified and agile processes so to deliver added-value services to the customers. It is therefore important that we arrive to collaborate with SAP in order to prepare as well as possible for this new world, but also to solve the issues that are still blocking our members in embracing it: localization, maintenance, indirect access are some examples of the strategic topics that are still waiting for agreed solutions. This new mandate starts with a new Chairman but a stable CLT (4 out of 5 members are still there): we have then the opportunity for putting together experience and new goals, and leverage at the best our capacity of gathering you, SUGEN members, in order to influence SAP and obtaining profitable knowledge. These are the areas where SUGEN can deliver its value, and let its 20 UG members and therefore all the people behind them, really benefit from it.



Gianmaria Perancin (USF)
New Chairman of SAP User Groups
Executive Network (SUGEN)

We are looking forward to working with you!

William & Gianmaria

SUGEN and SAP Executive Exchanges

Executive Exchange with Michael Kleinemeier

The program kicked off with a session by Michael Kleinemeier. He updated the Groups that SAP has invested heavily in new products such as SAP S/4HANA and building a cloud portfolio via acquisition such as Success Factors, Hybris, Ariba, Concur, etc. SAP is investing in building the HANA Cloud Platform which will have numerous services like Predictive Analytics, Integration, UX, IoT, etc.

This new architecture has raised questions about the changed expectation in Support from end users and IT. He assured the User Groups that SAP is aware of the challenges and is working rapidly to have a harmonized platform for all the support offerings.

There was a question on how people who have an internal support organization should work with the cloud support organization. The answer was that SAP is going for built-in support i.e. on the same screen and there is a trend to move from support to enablement.

Another topic raised from the User Groups regarded the question on whether the support for Business Objects is fading to the back. He responded that there is a lot of emphasis on Analytics. However, he reiterated that if there were specific issues, he would be happy to align the Support team to look into the issues.

The User Group from Brazil and India brought up the topic of localization. This topic has also been discussed with Bernd Leukert and he agreed to work with SUGEN on this topic. SUGEN leadership indicated that they may consider the creation of a "Charter" so as to work closely with the SAP development organization for deeper coverage with increased speed of delivery.

The French User Group wanted to know if SAP had observed whether the presence of customization was correlated to the number of support requests. Other questions referred to how SAP was striving to reduce support requests? Or, how was SAP working with partners to help reduce customization? The SAP response was that they are educating the partners to look at SAP S4/HANA as a one-time opportunity to clean up and move to standard functionality where possible and to help customers transform their processes whilst migrating to SAP S/4HANA. SAP offers its customers the possibility of conducting a workshop on discovery and potential to eliminate custom code. SAP is open to partnering with user companies to discover new functionalities that can be developed to help diminish custom code and incorporate the functionality into the standard product. The SAP Global User Group Organization will conduct follow up sessions / webinars on this topic.

Manish Choksi reiterated that though customers use more partners the primary relationship has to be between SAP and end-user companies for innovation and support.

Michael Kleinemeier mentioned that there is the possibility of 3 scenarios in this change journey:

- Transform (rethink processes based on new business scenario)
- Migrate (use the older processes with minimal change) or
- Greenfield/cutover (rethink processes but not carry older data).

The selection of a scenario should be based on the business position and strategy of each customer.

Contributed by Manish Choksi (INDUS)

Executive Exchange with Bernd Leukert

The Executive Exchange meeting with Bernd Leukert provided insights into several trends in relation to technology products and innovations with focus on what Gartner calls bi-modal IT and SAP's cloud strategy. Going forward, every company will have to manage two separate, coherent modes of IT delivery - one focused on stability and the

other on agility. With customer benefits such as fast implementation times, reduced IT efforts, flexibility and scalability to support changing business needs and further growth, one focus when it comes to balancing these two modes is the cloud. However, depending on the customer's scenario and requirements, Bernd does not see "big bang" moves with the customers, but commodity processes shifted to the cloud first, with HR often leading this shift. In addition to supporting its customers to explore and launch new business models and providing them with a holistic way to manage any volume of data, another focus of SAP is on strategic drivers such as the Internet of Things and Machine Learning. Bernd underlined his talk with a couple of customer examples and use cases. He also shared that today's digitalization requires new forms of partnerships and as such influences the role of the direct sales channel, with additional and new ways of engaging with customers emerging. The last topic Bernd touched upon was on globalization and localization where he pledged to work with SUGEN to further drive the challenges into tangible results contributing to the journey of resolving such challenges.

Contributed by William Khalil (SUGMENA)

SAP Expert Sessions

SAP Roadmaps and Go-to Solutions

SAP announced a tool, aimed at guiding our members to a business-driven, optimized configuration of SAP S/4HANA, plus essential complementary products. SAP's Peter Maier and Sue Schneider presented a new way for our members to navigate the jungle of SAPs roadmaps and solutions. Peter started by explaining the rationale for the new approach and introduced a new tool that is planned for launch in the first half of 2017.

The roadmap navigation tool is SAP S/4HANA-centric (no surprise here) and has been produced to support the board-level initiatives launched by SAP this year, the others being Integration, SAP S/4HANA Migration and SAP S/4HANA Value. The long list of questions from our members shows the confusion created by the bewildering range of choices SAP is offering. Peter explained that the roadmap initiative is designed to turn this confusion into clarity, the motto of the initiative is "more guidance, fewer options".

[Read more...](#)

Contributed by Rod Hall (SAPSA)

Integration Scenarios

The session started with a short introduction from Rob van der Marck where he invited SAP to share their vision on integration as this is a very relevant topic for many customers with the growing need to integrate various (silo) applications with the challenging dimension that some are on premise and more and more are in the cloud. Next to that customers would like to know how PO and HCI will further develop and especially where they overlap, compliment and co-exist in SAP's integration solutions roadmap.

The presentation from SAP started with the honest remark that integration, where SAP is traditionally known for, is not for all products at the level where it should be.

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Contributed by Jan-Willem van der Meere (VNSG)

SAP S/4HANA

Sven Denecken presented the latest update on SAP S/4HANA 1610 (on premise), including functional updates and key innovations in regards to line of business, industry, and user experience. SAP has launched a dedicated website to help customers identify their individual SAP S/4HANA business value: www.s4value.com (survey, value calculator, etc.). The latest roadmap of SAP S/4HANA (three-year outlook) is available at

www.sap.com/roadmaps. Two topics were addressed in detail: embedded analytics (solution overview, release highlights) and custom code (migration worklist for system conversion). A custom code guide for SAP S/4HANA on-premise is available [here](#). The SAP S/4HANA Readiness Check will be enhanced with a dashboard solution to ease the consumption of the results.

Sven also gave an update on SAP S/4HANA Cloud 1611 (content overview, key innovations) and how it can simplify the business of customers (fast innovations, flexible deployment). SAP Activate supports the SAP S/4HANA deployments of customers with best practices and tools.

The last topic was API Business Hub, a whitelisting of remote APIs to integrate SAP S/4HANA Cloud with third party applications. A list of latest APIs can be found here: <https://api.sap.com>

Contributed by Janto Müller-Gaska (GUGO)

SAP BW/4HANA

The exchange with Dr. Stefan Sigg, SVP Products & Innovation Analytics made clear what SAP's strategic direction is for Analytics. In his vision, Analytics is much more than Business Intelligence, predictive and artificial. Dr. Stefan Sigg provided a strategy update in the domain of SAP analytics. As a start, he reflected on the current expectations for modern analytics. What does the business in general and executives in particular expect from analytics? And what are the needs from the angle of IT? What, in general, is Business Intelligence worth today? It seems to be more and more becoming a commodity. Looking at analytics from a general business angle the words agility, collaboration, self-service and simplicity come to the surface. For executives, the expectations probably are around cost efficiency, decision support and corporate performance management.

[Read more...](#)

Contributed by Jan-Willem van der Meere (VNSG) and Frank Haes (Sapience.be)

SAP Portfolio

Hala Zeine, SAP Head of Portfolio reporting directly to Bernd Leukert, Executive Board Member for Product and Innovation shared the SAP vision around future IT trends and Internet of Things at the latest SUGEN meeting in November. Here are the highlights.

SAP HANA Cloud Platform (HCP) will be incorporating machine learning functionalities, a form of Artificial Intelligence. SAP HANA Vora will provide access and will feed additional data from various sources into these new machine learning capabilities while the SAP API Hub will serve as the integration layer to the various business processes.

SAP IoT Services not only will help with device management but will also provide tools for managing huge volumes of data out of connected objects or things, and more importantly it will be able to separate valuable data from noise. These IoT Services are part of the SAP HCP.

It is then clear that this transformation, fostered by a continuous digitalisation but also by the deeper usage of other technologies such as blockchain, will lead to new relationships between customers and vendors, especially in the B2B domain, as vendors will assume more and more the role of partners. All of this is somehow already in progress, as we assist such disruptions in industry sectors where new business models arise every day. Thus will also lead to more self-service developments by so-called "knowledge workers".

In this context, SAP is undergoing a cloud simplification effort, based on three major pillars: ease of business (especially in contracts and pricing definitions), ease of operations (through harmonization of maintenance time windows and release schedules), ease of support (strongly adapted for the cloud).

The good news is that SAP clearly states (even if seems more a reminder than a news) that the data are owned by the customers producing them, and that SAP owns the tools for collecting, managing, analysing and executing upon it.

Contributed by Gianmaria Perancin (SUGEN)

SAP Innovation Center Network & Machine Learning

SUGEN received privileged insights on SAP's Machine Learning strategy. SAP's vision on Machine Learning is to make all enterprise applications intelligent. Machine Learning capabilities will step-by-step be integrated into all applicable SAP products. In Q1 2016 there will be first two products available Cash Application (Finance) and Resume Matching (HR). Brand Intelligence (Marketing) and Ticket Intelligence (Services) will follow in Q2. Next to the integration, SAP will introduce its Machine Learning Platform on HCP that offers a diverse set of Business and Technical Machine Learning services ready for integration into custom solutions. Based on the feedback of the participating SUGEN member priorities for wave 2 Machine Learning use cases are: HR Services, Intelligent Self-service Bots, From Service to Sales, Natural Language Help for SAP Systems and Product Master Data Matching / Product Classification.

Contributed by Tania Dinnendahl (GUGO)

SAP Product Excellence Award

SAP introduced a new initiative, the SAP Product Excellence Award, and SUGEN had the honor to nominate the product that has the best quality practices in building solutions within SAP. 86 development teams had submitted applications for this SAP Product Excellence Award, from which 5 had been shortlisted. Advantages for SUGEN to act as jury for this award are to influence SAP's quality policy, to influence SAP's development process, and to get in direct contact with product owners of top rated products according to quality standards.

Contributed by Tania Dinnendahl (GUGO)

SUGEN Best Practice Sessions - Review

SuccessFactors Collaboration

SuccessFactors and the "VIP" Program? - So what does this actually mean?

VIP = Value and Innovation in Practice

At the recent SUGEN meeting held in Walldorf, Lori Paulin – Global Sr. Director VIP, explained to us:

- How SAP are assisting User Groups in further enhancing engagements with customers.
- How to educate customers who only utilize SuccessFactors and only belong to SuccessFactors User Groups.

[Read more...](#)

Contributed by Tracey Greig (AFSUG)

Influencing Best Practice Workshop

The Best Practice Workshop on Influencing SAP proved to be a popular afternoon, attended by 23 participants representing 14 User Groups from around the world.

The main topics coming under discussion included

- Reporting
- Finding Improvements
- Idea Place
- Continuous Influencing
- Communication amongst User Groups

The agenda was fluid due to the scope of attendance from around the world, with many different levels of engagement regarding influencing from the User Groups in the room.

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Craig Dale, UKISUG

AUSAPE: Engaging with the SAP Global Support Centre

Rita Veiga, supported by Oscar Soler, shared with attendees the success of AUSAPE's engagement with the team at the SAP Global Support Centre in Madrid.

The support centre provides support for customers in a number of European countries, including Spain, France, Italy, Greece, Portugal and the Scandinavian and Benelux regions.

Taking a group of up to 12 members and volunteers to Madrid (and paying half of the travel costs), AUSAPE set their expectations with SAP at the beginning of the day as the agenda is adapted to meet the attendees needs.

The main focus of the day is learning about the relevant support tools and meeting SAP support personnel. By getting to know the people who the members talk to daily it improves relationships, helps the support process and hopefully improves customer satisfaction.

The feedback from delegates is very good and, to date, AUSAPE has provided this event to a total of 88 delegates from 80 different organisations since 2015.

Other User Groups, from the regions mentioned, were invited by AUSAPE to attend their meeting and if you would like to attend, please contact Rita at rita.veiga@ausape.es.

Craig Dale, UKISUG

USF (French SAP User Group) Survey

USF has run, for the second time in 2 years, a satisfaction survey about SAP products, services and support among its members. This second edition comes after the 2014 edition, with the same set of questions in order to measure the differences with the first edition. Some new questions have been added about SAP S/4HANA, as this product has been released by SAP between the two editions. 210 companies and public administrations, members of USF, have participated in the survey.

Respondents in 2016 have recognised a huge improvement in the ease of adaptation of SAP products and solutions, showing that SAP projects are perceived less unwieldy to implement than in the past.

Perception of support has also increased: this is because of a better education and knowledge shared among the members, through the SIG dedicated to support and services that USF decided to kick off after the 2014 survey.

Influence programs (CC and CEI) are also now better recognized and appreciated than in the past.

Cloud solutions by SAP receives a warmer appreciation than in the previous edition: even if the future use of such products still remains modest, the trend is positive as SAP cloud customers are starting to mature.

On the other side, SAP has still improvements to do about prices and tariffs: SAP consultants are still considered expensive, even if their performance is recognized.

Another very critical point remains auditing and licensing policies, with respondents asking for more transparency about measures and pricing models, especially on indirect access, still a very hot topic for French users.

The English version of the USF Position Paper about the 2016 survey, with all the questions, the results, the graphs and the differences vs 2014 edition is available in the SUGEN JAM (private Jam group). Please feel free to read it and post any remarks to USF. You can also send an email to international@usf.fr for a copy.

Contributed by Gianmaria Perancin (USF)

SUGEN Programs & Projects

Maintenance Charter

The "Value of Maintenance" Charter was created with the mission of bringing to our community the clear understanding of what services are provided by the different maintenance contracts. We realized there are several profiles for existing maintenance contracts so a clear framework of what services must be available for each profile

is really important. Currently there are more than 1,350 different services available in several kinds of contracts and customers are entitled to a lot of those support services, content and tools when they have an SAP support contract. The problem is those customers are not always aware of all this and therefore don't benefit enough from the value that is in their contracts.

[Read more...](#)

Contributed by Paul Moraes (ASUG Brazil)

Licence Charter

SUGEN works with SAP on two projects in the area of licensing; License Auditing and Indirect Usage. The purpose of the projects is to increase the clarity, transparency and predictability around the two topics and education of UG members is an important goal.

For **License Auditing**, we are working on content (e.g. online information, webinars) about the end-to-end license auditing process. Until now, the available information is primarily focused on the license measurement and tooling. This is an important part of the process, but there is more. SAP customers need process documentation which describes how a license audit works and what steps must be taken by the customer and by SAP. The goal should be that every customer knows how a license audit works or should work and what can be expected and what not.

For **Indirect Usage**, we have gathered different scenarios of indirect usage. They all deal with situations where SAP systems are integrated with non-SAP systems and every customer will have at least one of these. Together with SAP we will discuss what the scenarios mean for licensing. It will be difficult to describe every possible situation, but we still would like to achieve that customers and SAP have clear guidelines for treating Indirect Usage. After all, with the SAP systems connected to the outside world in Internet of Things scenarios, indirect usage will increase even further.

As SUGEN we are happy that we are having this important dialogue with SAP. We will continue with these topics in Q1 of 2017 and keep you informed about the progress.

Contributed by Rob van der Marck (VNSG)

Innovation Adoption Charter Update

To help SAP customers identify, understand and prioritise SAP innovations, SUGEN (SAP User Group Executive Network) together with SAP, developed a framework for innovation adoption (see Fig 1).



Fig 1 – Innovation Adoption Framework

It describes the steps a customer follows when identifying and evaluating innovations proactively and regularly. We have also created insight and transparency in all the tools and services which are relevant for discovering and

planning SAP innovations. This framework for innovations will be further developed towards a real SAP Innovate Methodology, similar to the SAP Activate Methodology for implementations. You can find further information on the tools and services [here](#).

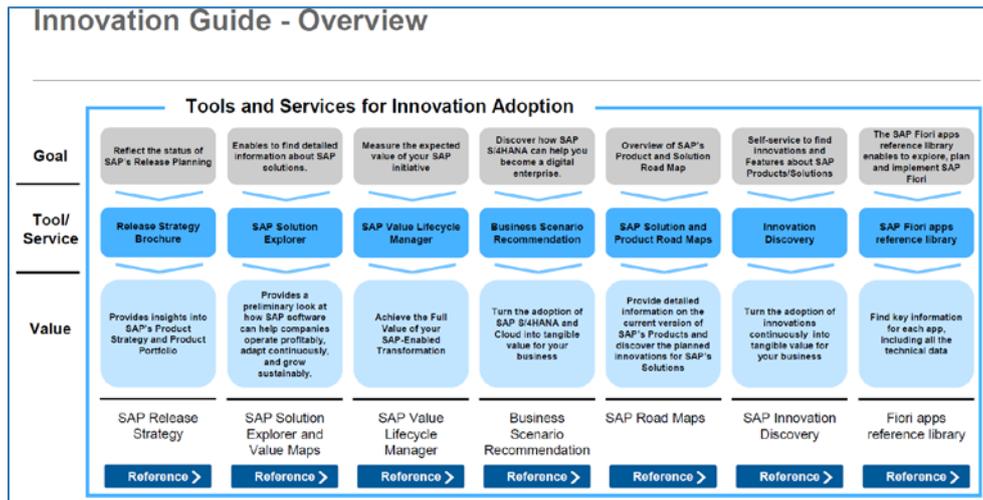


Fig 2 – Overview of Innovation Tools & Services

There is also an e-book <http://www.sapusergroups.com/ebook/innovationadoption> which gives an overview of the tools and services and gives further background information in a recorded webinar, a presentation in pdf format and online information when applicable.

Contributed by Craig Dale (UK&I)

SUGEN Growth – SUGEN Opens up

SUGEN is continuing its' policy of Growth and Openness with virtually no restrictions on any Official National User Group joining. Recently we welcomed the New Zealand SAP User Group. You can find out more about them at their website <http://www.nzsug.co.nz/>

Any non-member User Group who wishes to become a member of SUGEN should contact their GUGO liaison or Grahame Reynolds.

Contributed by Grahame Reynolds (SAUG)

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
Gianmario Perancin, USF
Grahame Reynolds, SAUG
Johan Rusaanes, SBN
Frank Haes, SAPience
Rob van der Marck, VNSG

Continuation from Articles

Continuation of article on SAP Roadmaps and Go-To Solutions

...The guidance will be offered taking into account roadmaps in three dimensions: SAP products (which is what most people think of when the topic of roadmaps comes up), line of business (e.g. HR, Finance, Sourcing etc.) and Industries. Considering each dimension, SAP will make a clear optimized recommendation, including how to leverage the roadmaps to achieve Digital Transformations within our member's businesses.

SAP has packaged this guidance into a tool, the "SAP Transformation Navigator", and Sue Schneider demonstrated the prototype version, scheduled for limited release in January. The public version is currently scheduled for May, 2017. The tool will use information from Solution Manager, concerning our members' current landscape and usage profiles. It then applies business-oriented option selections, similar to those used in Value Engineering, to capture the company's aspirations and desired improvement areas, for example in the area of digital transformation. An overview of the flows, inputs and outputs from the tool is shown in the following picture.

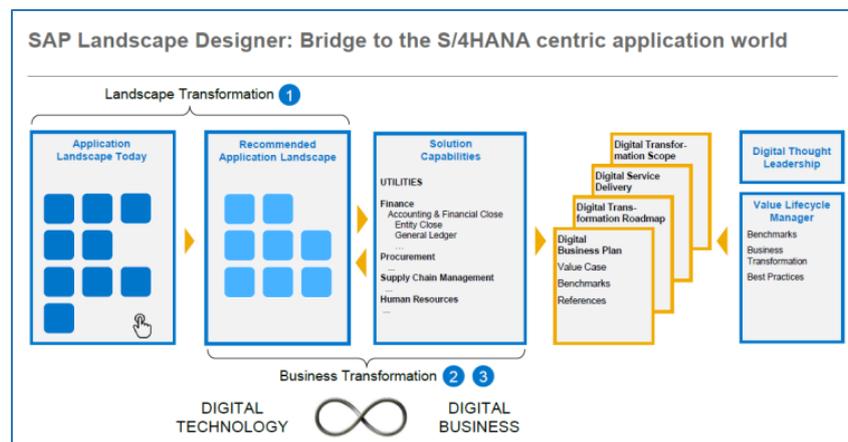


Fig. 1 – SAP Landscape Designer

Based on those decisions, the SAP Transformation Navigator recommends an SAP S/4HANA-centric 'to be' landscape. This landscape can change over time, when products offer new capabilities along the product, industry, or line of business roadmaps. The tool will show the impact of those changes on the recommended landscape with a "time slider" that fast forwards the recommended landscape.

It is obvious that the accuracy and stability of the tool's recommendations will depend on the reliability of the SAP roadmaps. We expect that the roadmaps will be fairly stable over the current and coming year, beyond which we will see more of a product direction and future vision. However, product direction and vision will also be considered by the "SAP Landscape Designer" tool to provide a longer-term view of the recommended landscapes.

The "SAP Transformation Navigator" tool will also provide output on potential value (in support of the fourth SAP Board-level Initiative) to help with business-case preparation for a move to an SAP S/4HANA-centric world.

In summary, SAP will soon be offering our members a self-service tool to help them navigate the large number of SAP roadmaps and dimensions and recommend a 'to be' SAP S/4HANA-centric landscape that matches their business needs, both current and planned. The tool will also support creating a business case to get to the recommended to-be solution, both in terms of business value and (in later versions) the costs of a properly-dimensioned landscape. The tool appeared to be simple and intuitive to use, although some of our member companies may well still want to get assistance from consultants to use it, rather than treating it as a true self-service tool. SAP is offering SUGEN members to get early access to the tool to provide feedback on the user experience and content. If you're interested: Drop a note to: SAPTransformationNavigator@sap.com and ask to be included in the early user community.

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Continuation of article on Integration Scenarios

...This feedback had also come to the attention of SAP's board and an official Board Initiative including an Integration Workstream came to live.

What is the focus and what are the key learnings of this Integration Workstream?

The initial focus of the Integration Workstream is twofold. First, the integration of SAP Cloud solutions with on-premise SAP S/4HANA and SAP ERP. Cloud solutions being SuccessFactors, Ariba, Hybris, Concur, IBP and Fieldglass. Second on the integration between these various SAP cloud solutions.

The key challenges that SAP heard from customers can be split into Technology and Application related and are the following:

Technology:

- SAP uses too many integration technologies.
- The integration technology strategy of SAP is not clear to customers.
- Authentication and Identity provisioning should be harmonized across all products.

Application

- Implementation effort for integration should be reduced.
- Completeness and depth of integration should be further improved
- Both SAP S/4HANA and SAP ERP are important
- There is a need for API's to build extensions beyond SAP standard integration.

These shared learnings were confirmed by the audience. Also, it is clear that integration is never done but a continuous journey.

Next, the presenters from SAP continued to unfold what SAP's approach is to counter these challenges. There are two things, based on two questions they asked themselves. What is there to integrate and how to explore the integration of that. So in other words, which end-to-end processes do we see and how to best tackle these.

So far, the Integration Workstream has a focus on 5 main end-to-end processes as captured below.

To answer the question, how to best tackle integration they introduced a 3 step approach which they used to explore process by process. First what deployment options and configuration choices are there, secondly what data and process flow there are and thirdly and lastly what the integration roadmap for that process is.

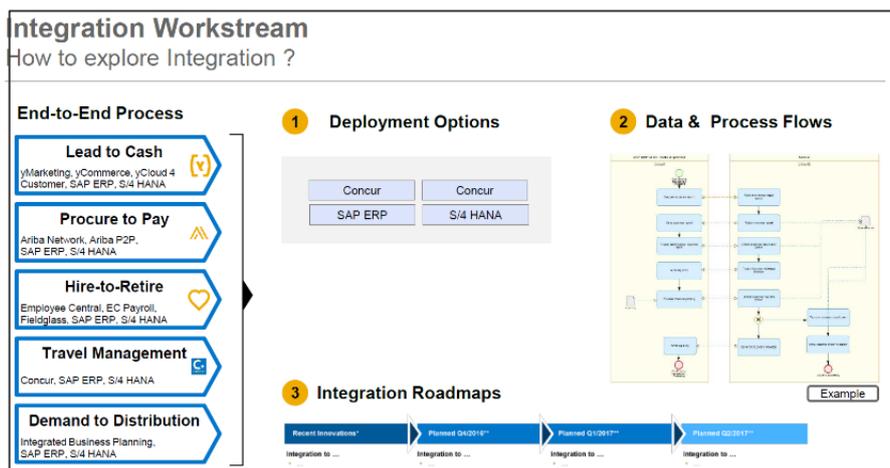


Fig. 1 – Integration Workstreams

Besides looking at how to explore integration, SAP identified so called integration qualities. Guidelines they defined where they stated that integration between SAP Cloud solutions and on-premise needs; automation, HCI support, robustness, S/4 compatibility, monitoring, identity and extensibility.

To elaborate a bit more on these qualities:

Automation ... to be as automated as possible and available at low implementation effort

HCI Support ... to leverage the HANA Cloud Integration platform with pre-delivered content

Robustness ... to be robust in case of upgrade

S/4 Compatibility ... to work after moving from SAP ERP to SAP S/4HANA

Monitoring ... to have end-to-end integration monitoring involving SAP Solution Manager

Identity ... to support Single Sign On and standard Identity Management concepts

Extensibility ... to be extensible via open interfaces

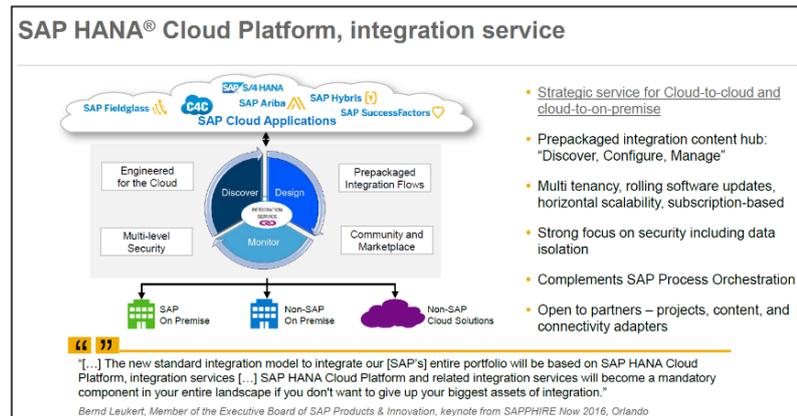


Fig. 2 – SAP HANA Cloud Platform – Integrations Service

Now when looking at integration from a technology perspective, HCI, or as it is officially labelled, SAP HANA Cloud Platform, integration service, is seen as the integration solution for cloud to cloud and cloud to on-premise integration.

To also put SAP Process Orchestration in perspective, it is on SAP's roadmap that the content packages from HCI can be leveraged on the PO on-premise solution. If you have on-premise to on-premise integration scenario then PI/PO is more likely but there will be conversions to be covered later.

Future Integration Technology

How will SAP go forward? The key messages from SAP regarding the architecture for future, newly developed cloud to cloud integration scenarios are the following:

- REST and OData are the go-to integration protocols
- SAP-to-SAP integration will support direct integration with APIs published in the API Business Hub
- All integration scenarios will support HCI with pre-delivered content
- The Integration Workstream is currently working on a CIO Guide on Integration which is planned to be released Q1/2017.

The final question from the SUGEN audience around licensing (and also support as added by one of the presenters) is something that could not be answered here and is something to be further addressed.

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Continuation of article on SAP BW/4HANA

... From an IT point of view the topics of interest are consistency, accuracy, security and supportability.

Now looking more closely on what the status of Business Intelligence is. This in the opinion of Dr. Stefan Sigg is maybe the area where the business people have the strongest ideas on what it should be. In his mind this is more moving towards bring your own BI where users have given up on standardization. Which in effect will be a main challenge for architects. Next to that there is a clear trend from consumption and comparison of data to altering it and start planning with it, therefore traditional BI is blurring into planning. Also with the additional dimension of analytics, predictive and machine learning.

SAP Analytics Portfolio – Way Forward

If you ask the question to SAP, tell us SAP what is here to stay, what is next? Then the answer is, things will be decided in the cloud. Roughly speaking the way forward is based on two pillars. The go-to solution for analytics is SAP BusinessObjects Cloud with SAP Digital Boardroom as an important component and the go-to solution for data warehouse is SAP BW/4 HANA. The first one is Software-as-a-Service in the public cloud and the second one can be on-premise or private cloud through HEC, AWS, etc.

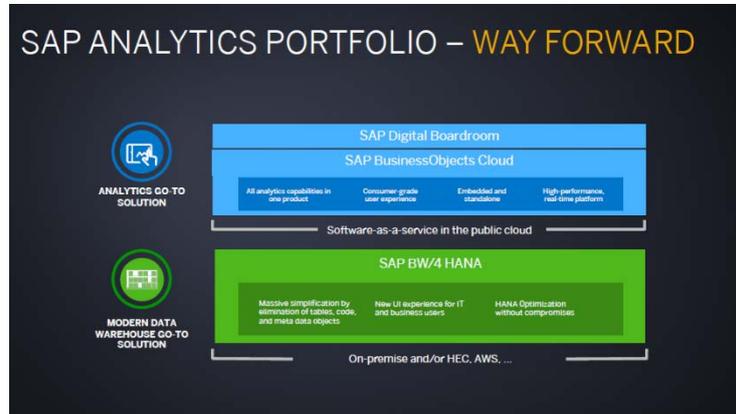


Fig. 1 – Way Forward

To also make it more understandable, this way can be seen as a separation of SAP BusinessObjects Cloud on the front-end and SAP BW/4HANA on the back-end. Next to these go-to solutions the current offerings will remain and will undergo sustainable innovations. So as BI platform on the front-end there will still be SAP BusinessObjects Enterprise which can run on-premise or in the cloud through HEC, AWS, etc. Data Warehouse on the back-end SAP Business Warehouse will remain and can continue to be run on any DB as well as on HANA and also be supported in a cloud version through HEC, AWS etc.

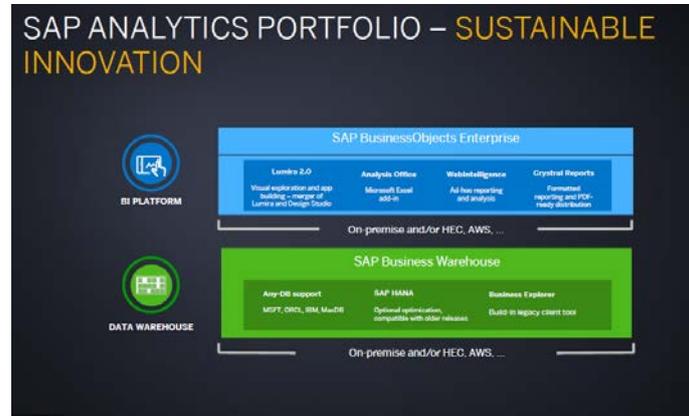


Fig. 2 – Sustainable Innovation

Planning

When zooming in on planning, there are questions how the SAP Analytics portfolio and its roadmap fit or overlap with the roadmap of BPC and/or IBP. Dr. Stefan Sigg explained it as such:

Although SAP BusinessObject Cloud has planning and predictive capabilities, this functionality does not replace the stronger and richer functionality of BPC or IBP. The planning in SAP BusinessObjects Cloud is more meant to compete with solutions like Anaplan. It is more an option to do some (pre-)planning or if you want to call it that way, detached planning, that can be then transferred to BPC and/or IBP for further processing.

Questions

There were several questions from the SUGEN audience. One was on how about the migration? The answer is that they are working on migration paths and 3 possible paths are outlined later in the presentation. Another one was about the strategy on connecting to non-SAP data. The answer is that this is in the top-3 projects to work on those connectors. You are invited to look at the roadmap slide to view the developments. Regarding the current offering

it was reconfirmed that developments for the on-premise versions will continue. Currently it is about 50-50 in terms of developers involved. If it will stay this way in the future is of course questionable.

Background on SAP BW/4HANA

Dr. Stefan Sigg at the end shared some pictures and an introduction into how SAP BW/4HANA developed. One of the main reasons why SAP BW/4HANA was born is the fact that new BW installations these days are all on HANA therefore it was an easy choice to build SAP BW/4HANA. The key design principles for SAP BW/4HANA are simplicity and openness, modern user experience and high performance. When looking at simplicity and openness this comes back to simplified data structures and simplified data connectors. For data structures it went from 9 in the classic Business Warehouse to only 3 in SAP BW/4HANA.

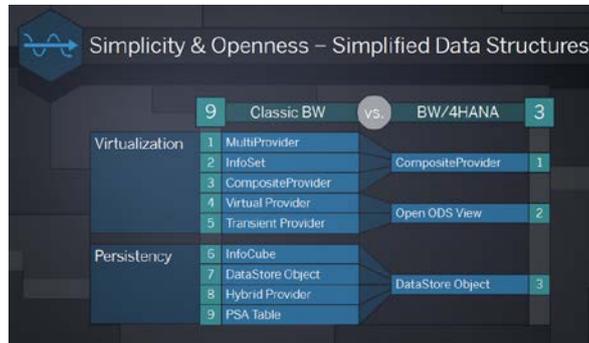


Fig. 3 – Simplified Data Structures

A similar story goes for the data connectors where from 9 in classic BW it goes down to only 2 in SAP BW/4HANA.

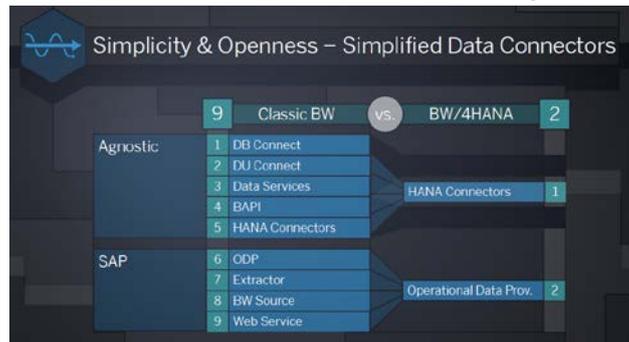


Fig. 4 – Simplified Data Connectors

How to get to SAP BW/4 HANA

At the end of the presentation there was a comprehensive slide on the three options SAP sees on how to get to SAP BW/4 HANA.

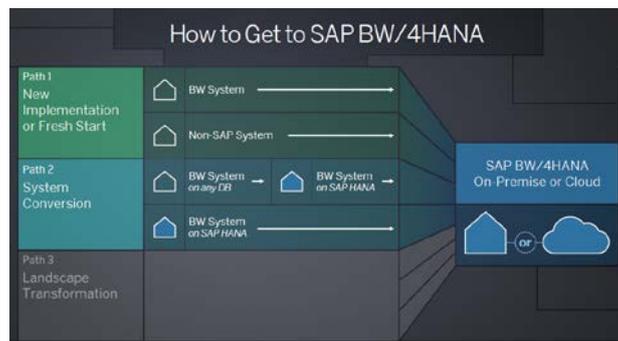


Fig. 5 – The Way to SAP BW/4HANA

More information about this subject is in OpenSAP SAP BW/4 HANA in a Nutshell. <https://open.sap.com/courses/bw4h1>

Shortly also SAP BW/4HANA and BPC will be available as public cloud solution. Of course it is already possible to use both BPC and SAP BW/4HANA through AWS, Azure and HEC.

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Continuation of article on SuccessFactors Collaboration

...The program was created based on feedback and comments that *"SAP only talks to customers when they want to sell more stuff"*.

The VIP program focuses on:

- contributing to product development ideas
- increasing customer renewals and increasing customer references being a differentiator for customer satisfaction

A very important point, is that this is an absolutely "No-Sales" arena for customers who attend and participate. The VIP Program highlights, events that are tailored to inform and educate customers. So how does this work?

Firstly, through hosting webinars which in turn give customers access to subject matter experts. These sessions are powerful tools as they are recorded and are available to all customers around the globe. Secondly, Customer Success Days and Summits, whereby in person events are hosted by customers. The core focus of this program is not to sell (no sales people are allowed to attend) but to educate and assist customers with "Subject Matter Experts". And thirdly, through the use of virtual in person roundtable discussions. For further information and links: [Customer Community: www.successfactors.com/VIP](http://www.successfactors.com/VIP) Exciting for countries who are not yet hosting VIP events, as up until now any SuccessFactors topics and events have been included under the Human Capital Management Special Interest Group and can now engage under a new level – VIP event. There is no doubt that this powerful program will continue to grow quickly and bring the much needed value of Increased Solution Adoption, Knowledge Sharing, Driving Value and Building Stronger Communities.

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Continuation of article on Best Practice Sessions

...The group engaged with Heinz Haefner (SVP SAP Influencing) and his team regarding the different topics, providing relevant feedback.

Good practice was shared amongst groups, discussing how we can make influencing more effective in our communities, with Hans de Labije and Mientje Paais taking the floor to share specific elements of VNSG's success. Other User Groups, including ASUG NA and SAPSA, also shared some of their experiences.

All participants wanted to get more engaged in the influencing work and agreed to be included in the Influencing Best Practice Jam Group, allowing them to learn more about how to get their members and volunteers more engaged in the influencing programmes from SAP.

The initial drafts of the Reporting Dashboards were shared with the group and it was agreed that Elizabeth Imm (SAP) would organise follow-up calls with the attendees at the SUGEN Influencing Workshop earlier in the year (VNSG, USF, UKISUG, SAPSA).

Following Andreas Tziouvaridis' presentation covering Finding Improvements, Continuous Influencing and Idea Place, six User Groups agreed to be involved in 1:1 feedback sessions for continuous influencing, due to the migration of the Influencing Platform to Innovation Management in June 2017.

Four User Groups also volunteered to work with Andreas and provide feedback on the ease of use and simplifying the process of Finding Improvements for customers to download and adopt.

Overall, a valuable workshop with a number of User Groups who have previously not been involved in influencing learning about the benefits, support and tools available to their User Groups by engaging in the influencing programmes.

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Continuation of article on Maintenance Charter

... This was concluded by SAP and also by user groups when they did surveys about the Service & Support domain. So at SUGEN this topic was discussed for a couple of months and Mr. Frank Haes was nominated the sponsor for this Charter and looked for a volunteer to accomplish that mission and Paulo Moraes from ASUG Brazil was nominated the leader for this Charter. The Charter is already working and its kick-off conference happened on September 19. SUGEN was able to get together a truly global team for this charter, as we have Rob van der Marck (VNSG), Martin Brownsword (SBN), Isabelle Bodet (USF), Simon Redondie (USF), Chris Crone (ASUG), Pedro Jose Restrepo Brigard (ASUG Colombia), Alejandro Martin Bonsignore (ASUG Argentina) and Grahame Reynolds (SAUG) in our team. The SAP point of contact is Wassilios Lolas. Basically the Charter is preparing four deliverables. The first one is a practical framework or model that will bring an overview of all possible support/maintenance services with respect to all different type of support/maintenance contracts including the value for the customer. The second deliverable is to plan and execute the roll-out to the user community in such a way the framework will be transparent, searchable through various entry points and understandable at different levels (strategic, tactical, operational) for customers. The third one is to work closely with SAP to contribute on tools that identify/quantify the value of support elements. Finally the fourth deliverable is to check the gaps between the current services SAP provides and what the customers need, in order for SUGEN to be able to make some proposals to close those gaps between what SAP offers and what SUGEN expects. Our expectation is to have the first deliverable ready by the end of the first half of 2017, so let's move on!

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