

SAP Influence Programs - Quarterly Newsletter, ed. 03/2016

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SAP Influence Programs Quarterly Newsletter & Highlights



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Dear Ladies and Gentlemen,

in this quarterly newsletter please find related updates about major achievements and activities surrounding **SAP's Customer Connection program, Customer Engagement Initiative**, and from now on also **Early Adopter Care** as well as the **Beta** programs as part of the whole SAP influencing.

Having an eye on some major key figures in Q3/2016 so far shows that SAP's influencing programs continue to satisfy our customers by actively involving them to influence SAP products in future direction:

- 103 new Customer Connection improvements made available
- 10,600 new downloads of Customer Connection improvements worldwide
- 60 new Customer Engagement Initiative projects recently offered in the 2016-3 CEI project cycle (registration by customers is still possible until Nov. 11th)
- 5 new Early Adopter programs being offered for registration

These great results are indicators of the large customer interest in our topics showing that we are on the right track.

Please inform everyone in your organization as well as your active members in the various SAP user groups about the news available and so enable them to immediately benefit from numerous improvements as well as innovations.

Thanks & best regards

Cüneyt Çam

Communications, SAP Influence Programs

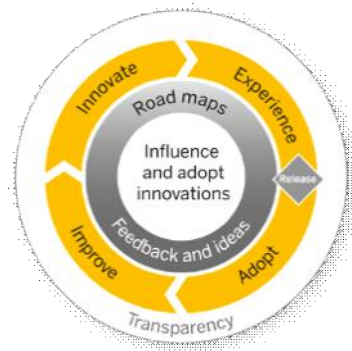
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sap completes the influencing cycle with beta and early adopter care

Welcome Early Adopter Care and Beta programs to the SAP Influencing pool!

Thus far, we were talking about the [Customer Engagement Initiative](#) and the [Customer Connection](#) program when we were thinking about influencing SAP. Both, are now building only 2 parts of the new big picture of SAP's influencing model, shown in the Market Introduction services image below. While having the initiation of new functionalities and innovations within currently build or future SAP solutions with the Customer



Engagement Initiative, and touch-basing the end of the tail with improving products & solutions via the Customer Connection program, we now complete this picture with the 2 missing pieces where you as a customer could also benefit from our services accordingly.

So, the major benefit of the so-called the [Beta](#) program (formerly called Customer Validation) is that you may validate and experience upcoming SAP products and solutions in the test phase before they get generally released. Completing our mentioned big picture, the [Early Adopter Care](#) program (formerly called Ramp up) provides you the advantages of adopting SAP innovations at a very early time, directly after the product release.

All services also provide you support with dedicated skilled teams to give you a helping hand in all your specific requirements related to influencing opportunities.

In future, we will use this newsletter to inform you about recent news to all of the mentioned services on a quarterly basis.

For further information about the specific services and related influencing opportunities for yourself, please visit the [Customer Influence site](#).

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customer connection improvements delivered in 3rd quarter/2016

Are you aware of more than 1,500 single improvements being available in total and waiting to be used by you/your members? And have you heard about the 100+ new improvements which were released in Q3/2016 only?

We are pretty sure that there are still many people in the world who do not know about this but are still looking for improvements easing their daily work. **Please be a knowledge multiplier for us and spread this information at least to all your dedicated workgroups/special interest groups within your regional user groups** – to reach out to every SAP customer with an active maintenance contract, and so to ensure that they benefit from these cost-free improvements.

Please find here an overview about the latest deliveries in the 3rd quarter of 2016:

Product Area	# improvements
Customer Relationship Management	22

Governance, Risk & Compliance	21
Product Lifecycle Management	19
Public Sector	13
Technology	8
Logistics	5
Insurance	5
Utilities	4
Healthcare	3
Financials	2
Industry	1
In total	103

Where to find improvements?

In addition to that, please find [here](#) a dedicated **Excel list** with an **overview about available improvements** on quarterly basis, as well as all available improvements so far incl. a direct hyperlink for downloading. The list is being frequently updated on a monthly basis.

In addition to that, you may also get an overview about all improvements which you may consume already, in the [Customer Influence platform](#), under the **“Benefit”** section. This site will be renewed soon providing you more a comprehensive information about our deliveries.

In case of any question or need for help, please drop us a short mail to customer-connection@sap.com.

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upcoming influence projects

You are curious about which influence projects will start next? You want to shape the future of your SAP software investments? You would like to make use of the opportunity given by SAP to actively influence products/solutions you are using already and/or you would like to use in future? It's all available on the Customer Influence site at <http://influence.sap.com>.

If your topic isn't offered at the moment anyway and also not included in the upcoming ones, please request a new influence project using the relevant request template. How to request a new project is also described in the [FAQ document](#).

Customer Engagement Initiative

<http://influence.sap.com/CustomerEngagementInitiative>

Three times a year, SAP provides a dedicated [List of Innovation Projects](#) within the [framework](#) of the Customer Engagement Initiative. If you are interested in collaborating with SAP development teams regarding new products and so to influence SAP in



future direction, this is then the right connection point for you.

The newest list of innovation projects from October 17, 2016 contains numerous new CEI projects where you may take an active role and directly engage with SAP teams to shape and enrich future SAP products/solutions with your own ideas. This project list also covers many project offers from SAP Cloud, SAP Fiori as well as S4/HANA product areas.

The new set of projects will be available for registration until November 11th. Please ideally subscribe to this blog to stay

informed.

In case of any question or need for help, please drop us a short mail to influencing@sap.com

Beta

<http://influence.sap.com/Beta>

SAP's Beta programs are designed for customers that are interested in working with SAP to try and experience our up-coming solutions. Working closely with the SAP team, participants are able to review solutions that are not yet released to the market, test the solutions based on their business processes and requirements, and provide feedback for future releases. Access to the solutions is provided under a test and evaluation agreement (TEA) and can be used for testing purposes only.

- Test new product versions with your own processes, data and landscape before official release.
- Provide feedback on the functionality, usability and quality of new products before official release.

Depending on the type of solution the Beta program will be provided as:

- *Standard* Beta: Access to the software without any addition support
- *Guided* Beta: Access to the software plus support from the SAP team

Get an overview about offered and upcoming Beta programs directly at the related [Beta project list](#).

In case of any question or need for help, please drop us a short mail to beta@sap.com

Early Adopter Care

<http://influence.sap.com/EarlyAdopterCare>

SAP Early Adopter Care connects customers with products and innovations to help them simplify, innovate, and digitize – fast. The service gives our customers a direct channel to SAP with the support of the Early Adopter Care project lead, enabling two-way communication, improving transparency, and allowing stakeholders to react to and minimize project risk. At the same time, Early Adopter Care can help improve SAP products, drive company strategy to increase adoption, and better serve all SAP customers.



There are currently 5 programs available for an early enrollment, waiting for your registration:

- [HANA Cloud Platform SDK for iOS 1610](#)
(open for registration until Mar. 01, 2017)
- [SAP CPM 2.0 for SAP S/4HANA](#)
(open for registration until Jan. 31, 2017)
- [SAP Landscape Management 3.0](#)
(open for registration until Dec. 16, 2016)
- [SAP Localization Hub, tax service](#)
(open for registration until Apr. 28, 2017)
- [SAP Transportation Management 9.4](#)
(open for registration until Apr. 30, 2017)

Get a full overview about offered and upcoming Early Adopter Care programs directly at the related [Early Adopter Programs list](#).

In case of any question or need for help, please drop us a short mail to earlyadoption@sap.com

Customer Connection

<http://influence.sap.com/CustomerConnection>

Connect. Improve. Benefit. Especially designed for companies that invest in mainstream maintenance services for their SAP software, CC provides you the opportunity to collaborate closely with dedicated SAP development teams and a global user community to incrementally enhance the products/solutions they use today.



In the [List of Improvement Projects](#), you will be informed about all relevant projects to start in the near future, waiting for your active participation.

Please find below the next project which are already in the collection phase for a few more weeks:

- [CRM 2017](#)
Collection of improvement requests starts on **Nov. 16, 2016**
- [Process Management in SAP Solution Manager](#)
Collection of improvement requests will start on **Jan. 09, 2017**
- [Test Suite in SAP Solution Manager](#)
Collection of improvement requests will start on **Jan. 09, 2017**

Use these chances given and participate actively! Please stay tuned for more projects to come soon.

In case of any question or need for help, please drop us a short mail to customer-connection@sap.com

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customer satisfaction counts

As SAP's Influence Unit, being responsible for influencing projects offered by SAP's Customer Connection program as well as the Customer Engagement Initiative, it is our heartfelt interest to frequently make a pulse check towards the satisfaction on the customer side. Following the original [definition of the Net Promoter Score \(NPS\)](#), it measures the loyalty that exists between a provider and a consumer and is so an indicator for customer satisfaction.

Participants of our satisfaction surveys are all customers which have participated in an influence project which has been recently completed.

Please find below the final results of our satisfaction surveys for your information:

<i>Period/Year</i>	<i>Net Promoter Score</i>
2014	34,2%
2015	39,5% (+5,3%)
2016 – so far	47,4% (+7,9%)

The great NPS results express the high satisfaction of our participating customers and show their full trust in our services and activities.

Thanks to everybody who contributed to this excellent work so far!

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the influence opportunity package

In order to get major news about our project outcome on a frequent basis, we would like to recommend you the [Influence Opportunity Package](#) which contains information about all SAP influencing programs, including further going and helpful links, such as:

- No of improvements made available in previous month in each corresponding CC Focus Topic
- Info about upcoming influencing projects (→ influencing opportunities for you)

This information package is being updated on monthly basis with the most current information available. Make sure, you make use of this information, for example during SIG meetings or similar activities.

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This newsletter provides news and information from SAP's Influencing programs that may be of interest to you. If you would prefer not to receive this newsletter in the future, please click on the [Unsubscribe](#) link.

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