SAP® Education: Essential to Success

Learning Services, Software, and Course Content for Every Need

The SAP® Education organization is uniquely qualified to help ensure that you derive the maximum value from your SAP software. From basic skills for beginning learners to targeted training and certification for project members and expert users, our training is delivered any way you want it – from instructor-led courses to virtual live training to flexible e-learning options.

BETTER BUSINESS OUTCOMES

Research shows that applying just 1.5% of project costs to training improves project success by 30%.[1] What's more, every dollar spent on training yields an approximate 15% gain in productivity.[2]

At SAP Education, we help you optimize business outcomes and maintain a sharp competitive edge, regardless of the type, extent, and maturity of your SAP solutions and the size, industry, and location of your company.

FOOTNOTES

1. International Data Corporation (IDC), "Impact of Training," Cushing Anderson, August 4, 2011.
2. *Learning to Succeed in Business, with Information Technology*, Tim Lane, David Snow, and Peter Labrow, 2000.

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Why SAP Education?

EXCLUSIVE ACCESS TO SAP SOFTWARE DEVELOPERS

SAP Education has exclusive access to the developers of SAP software. As a result, we deliver knowledge and skills directly from these SAP experts to help ensure that your workforce is fully trained to leverage all the features and functionality of SAP software. This exclusive access also means that SAP Education always has the latest information on the most recent releases and innovations for SAP software.

COMPLETE AND TIMELY TRAINING

Whether you're implementing SAP applications in-house, building mobile apps, or accessing SAP software from the cloud, we offer the educational content and software you need to optimize your investment in SAP solutions. Our comprehensive portfolio covers:

- Training in every solution area for every learner type
- Learning software to help you assess, optimize, and disseminate your strategic training initiatives
- Services to help you get your current efforts under way and shape your future initiatives

In addition, our training needs analysis tool enables you to create a strategic training plan and identify current competencies, common knowledge gaps, and your best path forward. We also offer innovative software for training, detecting user issues, and measuring and improving performance.

FULL BUSINESS LIFECYCLE COVERAGE

No matter where in the business lifecycle you are, SAP Education has a wealth of innovative offerings to help your organization become more effective. Our training can help you plan, implement, and run new and existing SAP software – regardless of your location or industry.

SIZING UP SAP® EDUCATION

The numbers speak for themselves:

- Over 55,000 people trained via e-learning and e-academies
- 300,000 individuals trained annually
- 350,000 people certified
- Over 400 virtual live classroom titles in nine languages
- 420 e-learning and e-academy titles available

FLEXIBLE TRAINING OPTIONS

SAP Education meets the demands of today's changing workforce by offering flexible, scalable, and affordable training options:

- Classroom training for traditional instructor-led or virtual live classes
- Self-paced e-learning and e-academies
- Mobile apps for individual online training on various handheld devices
- A learning portal for Web access to online materials

In addition, the SAP certification program helps ensure quality and competence and communicates an industry-standard level of excellence. Research shows that highly certified teams are able to spend 20% more of their workdays maintaining and improving technology solutions.[3] Our certification program helps ensure that your projects are delivered on specification, on time, and on budget.

TOP GRADES FOR SAP EDUCATION

International Data Corporation (IDC) has ranked SAP Education as a market leader for each of the past six years. According to IDC, "Unlike most vendors, SAP makes training available along with the beta-testing release of the software to both 'test' the training and provide the ecosystem and early adopting clients with the best opportunity for successfully deploying the new software. . . . Of significant strength for SAP is its large and diverse set of educational services offerings aligned by project life cycle . . . [which] reflects an industry best practice for comprehensive educational service offerings."[4]

FOOTNOTES

3. IDC, "Impact of Certifications: Do Certifications Matter," Cushing Anderson, March 2012.
4. IDC MarketScape: Worldwide IT Education & Training, 2012 Vendor Analysis.

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Innovative Learning Software and Services

LEARNING SOFTWARE

Beyond our industry-leading courses and certification, SAP Education offers a rich portfolio of learning software designed to enhance and enrich your training initiatives and improve your learners' experience.

Learning Software from SAP	
SAP® Workforce Performance Builder software	No matter how well your SAP solution has been configured and installed, the responsibility for delivering value lies with the people who use it. This software lets you quickly and effectively provide users with the skills that will build insight and value.
SAP Enterprise Learning environment	People need rapid access to expert knowledge, wherever it may be. This software provides the training they need – in a classroom, online, or offline. This translates into tangible benefits: fewer errors, full exploitation of solution power, and better output.
SAP Learning Assistant mobile app	This new iPad-based software enables you to connect and interact with your SAP Learning Solution or SAP Enterprise Learning environment – anytime, anywhere.
SAP Learning Solution, option for the extended learning community	By sharing knowledge and nurturing talent, you gain a more competent, qualified, and productive workforce. This software lets you take these benefits to a new level by reaching an external audience with learning tools and material.
SAP Learning Hub	This software provides consultants with the latest learning content for implementing, supporting, and working with SAP solutions. It offers on-demand and flexible learning options, such as self-study, physical or virtual workshops, and one-on-one knowledge-exchange sessions. It helps to maximize billable days and keep training costs at a minimum.
SAP Knowledge Acceleration software	This Web-based learning and support tool helps increase productivity by enabling your staff to interpret business data consistently and accurately. It can be deployed without costly and time-consuming integration efforts. And it lets you add reference materials and make them available across your organization, regardless of location or system constraints.
SAP User Experience Management application by Knoa	This software gives you the data you need to optimize the performance of your SAP software and the people who use it. It helps you see exactly where performance or functionality problems reside within your organization. You can collect real-time data directly from users' desktops to quickly identify where training is needed.

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EDUCATION CONSULTING SERVICES

You can develop and grow your business faster by keeping invaluable training resources at your fingertips with consulting services from SAP Education. Our education consulting services provide you with expert guidance, regardless of the size of your company, the industry you operate in, or the SAP solutions you run. We also provide organizational change management services to help ensure that your team is prepared to adopt and utilize SAP training and software to speed your time to value. Our services help:

- Assess your educational needs
- Quantify your desired results
- Leverage direct assistance to achieve your goals
- Customize offerings to help ensure they meet your unique needs

OUR COMMITMENT TO YOU

At SAP Education, our long-term commitment to customer relationships means we'll be there with the training, support, and knowledge you need to plan for change and navigate through the entire lifecycle of your SAP software investment.

"Thanks for the professionalism and initiative demonstrated during last week's virtual training on SAP Transportation Management 8.0. We could cover all key topics with a system demo in 20 hours over 5 days. Well done."
Manager, Learning and Knowledge,
IBM Global Business Services, Australia

"Our people's expertise was growing rapidly, creating a need for more specialized courses and training plans customized to individual needs. Top-quality SAP education software is essential for an organization with a mission as important as ours. We wanted a training curriculum specifically tailored for our requirements and delivered by the best in the business, without requiring our people to travel."
Szabolcs Kakuk, Coordinator of SAP Software Training,
ExxonMobil Business Support Center LLC Hungary

LEARN MORE

Contact your SAP representative, or visit www.sap.com/training-and-education.

The Best-Run Businesses Run SAP™