

LEARNING MUST NOT STOP AT THE GO-LIVE DATE

ONGOING OFFERINGS FROM SAP® EDUCATION

Training from the SAP® Education organization spans the entire life cycle of your software. Once your software is installed, there are classroom and online programs available for whatever SAP applications and business processes your company may use.

To succeed, your company needs robust IT functionality that makes your business run as efficiently and cost-effectively as possible. Part of the investment in this functionality is training for your employees that helps them make the most of the software you install. In addition to providing training during the planning and building of the installation, you must constantly help employees find new ways to optimize the software and the processes it supports once the installation is complete.

The SAP® Education organization wants every implementation to deliver the long-term results you expect. To meet this goal, it offers special training to help you optimize your new software now and modify your use of the solutions as your business changes. This training, designed specifically by SAP for SAP solutions, covers the entire life cycle of your investment.

A Wide Range of Offerings

Based on more than 35 years of customer experience, SAP Education has identified five key areas of focus for companies that have installed SAP software.

- **Upgrade and delta knowledge** – Upgrading your software is the safest way to exploit new functional enhancements. SAP Education offers a wide range of programs to smooth the upgrade process – from simple refresher courses, delivered by a short e-learning unit, to complete, instructor-led training.

- **Back-office support** – SAP Education can provide the specific training your staff needs to maximize key technical support and help-desk features and fully exploit the new functionality.
- **End-user empowerment** – Comprehensive performance-support solutions from SAP help employees increase their productivity.
- **Optimization and performance management** – Once you've installed your software, SAP Education can help your staff review and refine its performance.
- **Mergers, acquisitions, and organizational changes** – SAP Education gives you the tools to navigate both internal changes and broader alterations to your IT landscape and business processes.

Increase Productivity, Improve Retention

By taking SAP Education courses that are designed for experienced users, your employees can acquire the knowledge they need more quickly. Created specifically to help your staff optimize software assets, rather than simply review existing functionality and practices, the courses can significantly enhance productivity. By focusing on the actual information employees need to do their jobs, the courses can also improve training retention.

Find Out More

The one constant in today's IT environment is change. To learn more about the many ways that SAP Education can support your business as it grows, contact your SAP representative or visit us on the Web at www.sap.com/education.



Summary

To meet the complete learning needs of your business, the SAP® Education organization offers a variety of courses that help you optimize your SAP software after it is installed. Traditional classroom training – as well as customized, on-site instructor-led training and a variety of online learning opportunities – provide the support you need throughout the life cycle of your software.

Challenges

- Help employees make the most of SAP software once it is installed
- Identify software usage and practice modifications that may be required as your business changes

Supported Business Processes

- Employee training – Provide specially designed training in the use of SAP software through traditional classroom training, on-site courses, and online learning opportunities
- Post-installation instruction – Optimize your software assets through post-installation courses in the following areas:
 - **Upgrade and delta knowledge** – for example, Delta SAP System in Financial Accounting (DERPFI)
 - **Back-office support** – for example, Workload Analysis (ADM315)
 - **End-user empowerment** – for example, Navigation in SAP Reports (SAP600)
 - **Optimization and performance management** – for example, Pricing Optimization (SCM621)
 - **Mergers, acquisitions, and organizational changes** – for example, SEM-BCS Migration and Special Cases (SEM245)

Business Benefits

- Faster knowledge transfer and skill acquisition
- Improved productivity
- Better retention of training information
- Lower support costs

For More Information

Call your SAP representative or visit us online at www.sap.com/education.

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