UKI**SUG**

YOUR INDEPENDENT SAP COMMUNITY

MEMBER GUIDE

UKISUG

YOUR INDEPENDENT SAP COMMUNITY

Welcome to your UK & Ireland SAP User Group. We are an independent organisation, funded and run by you, our members, for the benefit of our members. We have a professional team that report to a non-executive board dedicated to helping you network and collaborate with your peers; learn more about how others are using SAP and the challenges they face, as well as influencing SAP itself.

Paul Cooper
Chairman

Craig Dale
Chief Executive

Contents

Value of UKISUG to you

Your UKISUG membership is built around our pillars of success:

Learn

- By attending our events you will be able to learn first-hand about product roadmaps, find out about other customers' successes and implementation stories

- Under your organisational membership you can have unlimited registered users, so everyone can get involved

- You will have access to our Technical Libraries and previous presentations from past events

- Access to the Americas' SAP Users' Group (ASUG) to find out what users are doing abroad, if you are in the area you can also attend their events

- Receive a discounted rate on SAP Learning Hub licences
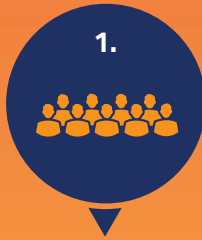
Network and Collaborate

- Access to over 100 events annually including Special Interest Group meetings, Workshops, Roundtables, Webinars and Symposia

- Discounted rate to attend the annual UKISUG Connect Conference

- Access to our collaboration and discussion forum for like-minded professionals and experts to network and exchange experiences

Influence

- A platform to allow members to influence and drive future development of products and services

- Provide an independent two-way channel for SAP to communicate with users

- A Licensing Support Library to help navigate your licence queries

How to get started...

Once you have received your welcome email, set up your password and logged into the website, follow these simple steps to start making the most of your membership:

1.

Unlimited Users
Your membership (excluding consultant membership) allows you to add unlimited users for free. Please take this opportunity to invite your colleagues so that they can take advantage of the membership benefits as well. If you are the Primary Contact on the account you can set them up yourself directly on the website. If you are not sure if they would like to join, or if you're not the Primary Contact they can fill in their **own application here – www.sapusers.org/register/existing-company**

2.

Events Calendar
Now you and your colleagues have signed up, it is time to get involved and attend an event. Have a look at our **events calendar – www.sapusers.org/events**, find an event that matches your interest areas and book your place. If you are not sure about the types of events we have, not to worry; we have more information in this guide.

3.

UKISUG Jam
You don't have to wait until you are at an event to start networking with like-minded peers. We have our very own social media platform to ensure you can network all-year-round and share your knowledge and experiences from day one. To join our Jam platform, visit **www.sapusers.org/collaborate/ukisug-jam**

4.

Influence and change SAP products
As part of the User Group, you can effect change on SAP's current and future solutions. Through an exclusive User Group influencing programme we've managed to push through hundreds of development requests for members. Want to make a change to an SAP product? Want to influence future solutions? **Sign up here – https://influence.sap.com** or drop an email to **support@sapusers.org**. You can also find out more on the **influencing page - www.sapusers.org/influence** of the website.

5.

Affiliate Portal
Our 'TripAdvisor-style' platform allows members to rate their experiences with over 140 SAP partners. You can browse the portal by focus, type or industry to find the perfect partner for you, with all the information you need readily available to make your decision. Implemented a project recently with an SAP partner? Review your experience to help make the decision easier for your peers!
Visit **www.sapusers.org/partners** to find out more

6.

Collective feedback to SAP

Both locally and globally, through SUGEN we lobby and influence SAP on behalf of our members. If you have concerns that you feel SAP aren't listening to, be it challenges around licencing, usability or support - we want to hear them. Over the years, we have stood up for users' rights including increases to maintenance fees and new licencing costs, thereby saving our members hundreds of millions of pounds.

Our lobbying has also led to SAP extending support for older versions of the product set and putting in place policies so that customers can move to cloud services without having to purchase new licences. Together, with your help, we can exert more influence on SAP.

If you have concerns, email: **support@sapusers.org**

7.

Americas' SAP Users' Group (ASUG)

As a UKISUG member you gain complimentary membership access to ASUG. This will allow you to learn, network and collaborate with fellow American users by receiving their email communications, attending their webinars and, if you are in the area, attending their events: **www.asug.com** (ASUG membership is subject to acceptance by ASUG)
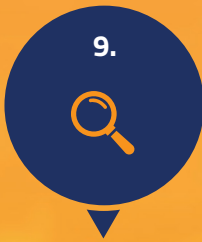
8.

CONNECT

UKISUG Connect

Our showcase event of the year is our conference - UKISUG Connect - this is an unmissable event with three days of learning, networking, collaborating and influencing. For full details have a look at our **UKISUG Connect - www.sapusers.org/connect** page. Be sure to book and get yourself there!

9.

Additional Benefits

We offer huge saving on SAP Learning Hub licences, together with discounts on SAP training and e-books; as well as detailed guides and technical libraries.

10.

Volunteering, Speaking and Hosting

Build your professional profile and increase your personal development by getting involved in speaking, hosting and volunteering. For more information visit:
www.sapusers.org/learn/get-involved

Now you have started and are on the right path to making the most of your membership, you are ready to explore the rest of what UKISUG can offer you...

About UKISUG

The UK & Ireland SAP User Group was originally founded in 1988, and now has more than 600 organisations comprised of over 7,000 professionals as members. Our focus is on helping members learn from, network and collaborate with each other, as well providing an independent channel through which to influence SAP.

The organisation is run by SAP users for SAP users. Our Board of Directors comprise of volunteers from member organisations that oversee the running of the User Group. Day to day the User Group's activities are managed by a small team of dedicated employees who work tirelessly to meet your needs.

Our Aims

- Facilitate networking, knowledge exchange and best practice amongst members
- Provide an independent voice for SAP users in the UK and Ireland
- Have a close alliance with SAP in the UK and Ireland
- Provide a platform for members to influence SAP and drive the future development of SAP products and services
- Provide a channel for SAP to communicate to users
- Provide value-adding services to our members

Our membership has been built around four main pillars of success. Members want to Learn, Network, Collaborate and Influence, and we are here to help you do just that. We want to help you along your journey with SAP.

"

" First of all, the team at UKISUG really care about their members and they have a passion and level of knowledge of SAP that inspires trust and confidence. The events are organised to the highest standard and I always benefit from participating, whether it be webinars, SIGs, symposiums or the annual conference." **Simon Bacon - QD Stores Ltd**

Reference-ability
Case Studies
Customer Sessions
Learn
Product Roadmaps
What we do!
Network
Face to Face Events
Collaborate
Network
Network
Independent
Influence
Reference-ability
Learn
Customer Sessions
Product Roadmaps
What we do!
Learn
Connect Members
Influence
Collaborate
Case Studies
Network
Face to Face Events
Independent
Network
Product Roadmaps

Learn

If you want to learn about:

- The benefits and challenges other organisations experience from using SAP

- The challenges your peers face in their jobs in other organisations

- SAP product roadmaps

- Non-marketing customer stories about SAP implementations

- Updates with SAP developments

Then come along to one of our 50+ annual face to face events such as our Special Interest Groups; Symposia; Trainings Days & Workshops; our showcase annual conference - UKISUG Connect; or any of our 100+ webinars.

Events

Special Interest Groups (SIGs)
We have a number of topic specific SIG groups, covering the full SAP landscape to assist all of our members. These one-day events typically consist of a User Group update, including updates from SAP on the solution or product area. Then, most importantly, stories from other users and industry experts about the challenges they face and how they have solved them.

These events provide an opportunity to network with other SAP users away from the normal office environment, as well as learn from industry and SAP experts.

It is a sales free environment which nurtures members to collaborate together and overcome shared problems, as well as share best practice advice. And don't forget you will also get a free lunch on the day.

We limit organisations to two members per event, to allow everyone the opportunity to attend but if you have other colleagues who would like to attend please contact us and we will advise if they can and if there is a charge for their attendance. Complete Corporate members also receive one extra place at all SIGs.

Take a look at our SIG groups and make sure the ones you want are included in your interest areas.

Analytics	Application Development Life-cycle Management	Audit Control & Security	Customer Experience (CX)		
Developers	Enterprise Architect	Financial Excellence	Higher Education & Research	Ireland	Irish HR & Payroll
Maintenance & Service Management	Payroll	Platform & Database	Public Sector	Real Estate	Retail
SAP Ariba/SAP Fieldglass	SAP Business ByDesign	SAP Business One	SAP Concur	SAP S/4HANA	SAP SuccessFactors
Supply Chain Management	Training & Change Management	User Experience			

Symposiums

Symposia are one day events that bring together multiple SIG topics into a broader theme. The agendas tend to be tightly packed with a full day of noteworthy keynotes, informative sessions and networking opportunities.

Training Days & Workshops

Many of our members enjoy hands on training, so where possible we add training days into our events calendar and workshops throughout the year - including user experience and personas workshops. Depending on the type of training some of these events may be chargeable and limited places would be available.

We also include workshops during the first day of our UKISUG Connect conference, giving you the opportunity to get hands on, some may include real-time business simulations, others will allow you access to systems with exercises to complete or even compete against each other to see how quickly you can implement your knowledge learnt from the day.

Webinars

We run over 100 webinars each year covering the SAP spectrum. These may be run by our Partners or by SAP themselves, and are usually an hour in length. Webinars cover everything from practical 'how-to' advice, to demos of the latest products and innovations - all with the aim to drive benefits to your business.

SAP Learning Hub

SAP Learning Hub provides 24/7 access to online learning content and interactive SAP Learning Rooms in an online environment. Individuals, businesses, and universities can choose from thousands of training titles – including e-learning courses, SAP transaction simulations, handbooks and more.

In conjunction with SAP Education, we run two campaigns a year, which provide you with the option to purchase SAP Learning Hub Professional Edition licences at a discounted rate.

The only way we are able to secure this discount is if we sell 300 licences from across our membership. As a member, you will be able to purchase 1–30 licences at this amazing discounted rate. Each time we have run this campaign we have successfully surpassed the target and secured the discount for our members. This is proof of how strong the power of our community is.

Register your interest here **sapusers.org/learning-hub**

Live Access
SAP Live Access gives learners live, hands-on, on-demand access to fully configured SAP Education training systems – the same as those you'd work with in a traditional SAP classroom. Learners can practice their skills by executing handbook exercises or just experiment enabling them to gain the most value from their SAP Learning Hub subscription.

Certification Hub
The Certification in the Cloud subscription provides you with a 12- months access to the Certification Hub, where you can schedule up to a maximum of 6 exam bookings over your subscription period.

Resources and Support

Technical Library and Resources

Our members gain access to our technical library and event resources, which includes all slide presentations from previous events, case studies and research reports that outline members views on hot topics in the industry.
www.sapusers.org/learn/resources

Licencing Guide and Support Library

Our licencing guide provides common sense advice and simple steps to manage the software contract minefield by:

- Providing an insight into how you may achieve greater flexibility from your licencing terms

- The right questions to ask when it comes to negotiating new terms with SAP

- The tools you need to ensure you get optimal value from your SAP licencing

Within the Support Library you will find resources to help you in understanding the often-complex world of SAP Licencing.
www.sapusers.org/licencing-support

"

"UKISUG is an excellent organisation for gaining a sound education and information on SAP products. Being a member provides really good opportunities for networking with other SAP customers. They also have a sound influencing platform with SAP which is critical to ensure as customers our views are taken on board."

Alex Robinson - Gloucestershire County Council

"

"The User Group provides a central hub where all the different product lines come together and allows exchange of information between customers and vendors. There is a wealth of knowledge to be transferred on new products/roadmaps." **Alex Cruickshank - E2V Technologies**

"

"It's an opportunity to meet other like-minded people to learn from, debate with, and share expertise."

Katey Pavely - Specsavers

"

"Being a member of UKISUG is a no brainer. With an investment into SAP comes a need to stay informed and be able to navigate the often complex world of SAP and UKISUG is the only channel to do this effectively." **Rob Robertson - The Body Shop International**

Network and Collaborate

Our Events

The 100+ annual events we put on each year are not just there to help you learn and develop your broader business skills, a key part of each of those events is networking. Time is built-in to give you the opportunity to network with peers from other companies. It might be that someone is working on a similar project to you, faces similar challenges, or it might be that someone shares some anecdotes from their experience in a technical area or a job role that helps you. For many of our members these networking opportunities have led to professional relationships that last for many years.

Collaboration is also a natural by-product of our events. There are numerous examples where a number of user organisations attending a SIG meeting have come together to tackle shared problems. In many cases this has sped up the process of resolving the problem and saved our members thousands of pounds.

UKISUG Jam

Collaboration and networking isn't limited to our events. UKISUG Jam is our online social platform, which lets you network and exchange experiences with like-minded professionals in a neutral environment. It is open to both members and SAP and is a safe environment in which users can hold discussions and ask questions.

You will be able to engage with your peers and SAP experts to collaborate and share information and knowledge all year round. It's very similar to other social media platforms where you are able to like, comment and share. Remember the adage, you get out what you put in!

To gain access to UKISUG Jam, you simply need to send an email to **support@sapusers.org** outlining the discussion groups you'd like to be added to. These align to our SIG groups, so have a look at those and request access to those you are interested in. You'll receive an invitation that will allow you to log in and join the conversation.

You can also set up UKISUG Jam on your mobile, providing instant access to the discussion forums whenever and wherever you may need them.

> *"It is a great resource for an organisation, and it's important to get a view outward and see what others are doing to advance ourselves and our organisation."*

Andrew Ryan - Johnson & Johnson

Connecting members

If you haven't been able to find an answer to your question in UKISUG Jam, and are looking for a user that faces similar challenges, or you are about to embark on a project and are looking for advice from other members, the User Group team might be able to assist. Drop us an email or call the office explaining your situation and we will see if there are other members you should talk to.

Americas' SAP Users' Group (ASUG)

One of the many benefits of your membership includes complimentary access to ASUG, which allows you to receive their communications, attend any of their webinars and if you happen to be in the USA you can attend their face to face events too.

To sign up go to **www.sapusers.org/learn/asug** and click '**Sign Up for ASUG Membership**'.

Please note: This is subject to acceptance by ASUG, in line with their terms and conditions

SAP User Group Executive Network (SUGEN)

SUGEN was established in 2007 to foster information exchange and best practice sharing among SAP User Groups globally and to coordinate collaboration with SAP on strategic topics.

It is comprised of leaders from 20 global SAP User Groups. With a mission to provide a powerful, international voice, SUGEN unites regional SAP User Groups in an open, honest dialogue between members and SAP.

Affiliate Portal

Trying to find a partner for your next SAP project can be difficult. There are so many partners out there, how do you know if you've found 'the one'? Wouldn't it be great if you could narrow down the list in a couple of clicks and have those rated best, right in front of you?

You can now filter through 140 vendors in the SAP marketplace with just a few clicks whilst viewing their star rating and feedback given by your fellow User Group members! You'll also have all the information you'll need about that Affiliate to help in your decision including key contacts, news, documentation and case studies.

Is one of your partners a User Group Affiliate?
Feel free to leave them a review to help your fellow members in their search.

Influence

Customer Engagement Initiative (CEI)

The CEI opens up the SAP development plans so that you can provide feedback as early as possible in the product lifecycle of SAP products. You can help define the development of future functionality and even provide input into business cases, so that SAP can decide to develop the right functionality.

Project lists are made available three times a year through a registration page. You can browse through a list of development projects and if one interests you, simply join a call to start giving your input and influencing the future direction of the workstream.

Continuous Improvement

Formerly offered through SAP Ideas Place, this program is specifically aimed towards customers using newer SAP products and cloud solutions that require an open channel for the continuous collection of improvement requests and resolutions.
It is similar to the SAP Customer Connection program, which is targeted at customers using on-premise products in maintenance.

- Fine-tune your SAP products and solutions – and influence SAP direction to benefit your organisation

- Collaborate with SAP development teams anytime through a continuously open channel

- Submit your improvement requests, vote on other ideas and get regular notifications about the status of your improvement's requests through the Customer Influence site

Customer Connection

UKISUG is one of several global User Groups working with SAP to help them connect to their customers, allowing them to voice their opinions & ideas on how to improve their products. Through the Customer Connection programme you can submit product development requests. In just one-year SAP fulfilled 300 development requests channelled through user groups and this programme.

SAP Customer Engagement Initiative
- Influence products currently in development
- Gain early insight into plans for SAP solutions

SAP Beta Testing
Test and experience upcoming products:
- Run beta software with your own data in your environment with development support and be ready to start your implementation project early on
- Rely on test data from SAPO to follow predefined scenarios

INNOVATE
EXPERIENCE
FEEDBACK
INFLUENCE AND ADOPT INNOVATIONS
RELEASE
INSIGHTS
IDEAS
IMPROVE
ADOPT

SAP Customer Connection
- Improve the on-premise software in maintenance you are using today

SAP Continuous Improvement
- Continuously suggest improvements for growth products & features

SAP Early Adoptive Care
Be the first to adopt new solutions:
- Secure your competitive advantage by running the latest innovations
- Help ensure success for your implementation project

UKISUG
CONNECT

About UKISUG Connect

Spread over three days, UKISUG Connect is one of the largest SAP user conferences. The first day starts with workshops in the afternoon and is followed by a drinks reception to allow you to start the networking process. The second and third days begin with keynotes, followed by multiple breakout streams focusing on different topics which run until the end of the day, with breaks for lunch, coffee and networking. On the second evening, you will be able to go back to your hotel to change and get ready for a fun filled evening of informal networking, great food and fantastic entertainment at SUGFest, which is a great way to unwind and relax after a full day of learning.

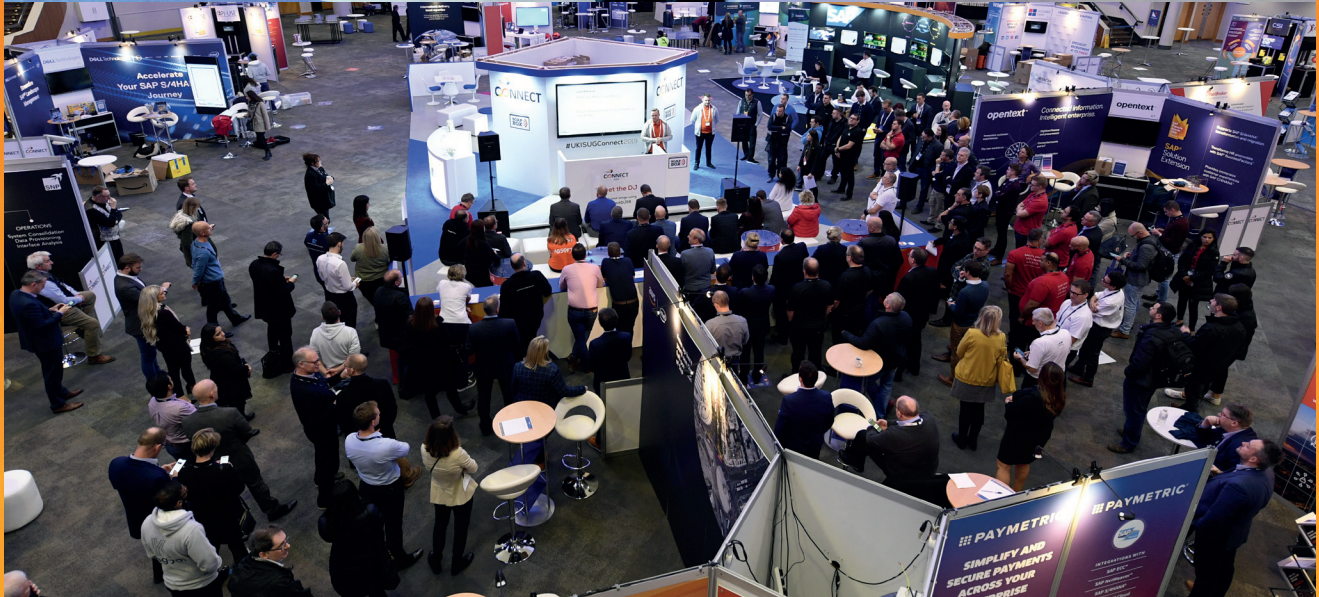There are over 100 sessions throughout the event and over 70 members of our partner community are on hand in the exhibition hall. Each year, the event plays host to over 600 SAP customers to network with.

This is one event which should not be missed!

www.sapusers.org/connect

As a valued member you will be able to purchase discounted UKISUG Connect conference passes with your annual membership.

Volunteering, Speaking and Hosting

Knowledge sharing and speaking

If you have a story you would like to share, either as part of your organisation or with a Partner, be sure to get involved. Members always love to hear other member stories; even when you think that others may not be interested in it, you will be surprised how many other individuals and organisations are or have been in the same boat as you and that you could be helping to navigate the world of SAP. Don't blend in with the crowd, stand up and be heard; it will help to increase your visibility within the SAP community and boost your networking capabilities, as other members will want to speak to you about your experiences. Our team will be happy to help you pull together a presentation and assist in any way they can to make your life as easy as possible.

As a thank you for speaking at one of our events, you will have access to a complimentary conference pass. Or if you would like to go a step further and speak at our conference, you can take advantage of our complimentary speaker training package, including accommodation.

Hosting

Hosting provides many benefits to you and your organisation. We will help you organise everything you need and in return for hosting, you will receive one free conference pass to UKISUG Connect. As well as not having to pay to travel to the event, other benefits of hosting include having more of your colleagues attending the event and being able to influence the agenda.

Many hosted SIGs attract more members, and you could also offer the opportunity for a quick tour of your offices or factory if you feel you have something to showcase. This is always a good driver to increase networking, engagement and collaboration with other members.

"

"Hosting the HERSIG was as simple as booking a room and arranging catering, the User Group took care of the rest".

Daniel Poole - Northumbria University

Volunteering

Our volunteers play an important role within UKISUG and provide integral support to our operations.

Working in conjunction with UKISUG staff, volunteers use their SAP specialist knowledge and experience to help plan and run our SIGs.

In recognition of the value that volunteers bring to the User Group, they benefit from a range of potential benefits:

- Raising your personal profile and that of your organisation, within the SAP community

- Facilitating direct contact with SAP, providing greater insight and often a personal expert contact

- Given direct access to the most up to date information and news (often ahead of others)

- Provided a guaranteed increase in networking opportunities, including an insight into SUGEN and the opportunity to meet members from global User Groups

- The potential to become a SIG Chair or Vice Chair and even the potential to join UKISUG's Board of Directors, which is responsible for the legal aspects of UKISUG, including governance (subject to eligibility)

You would also receive:

- Free attendance at UKISUG Connect (including overnight accommodation and an exclusive Volunteer's meal)

- A discounted rate for other members of your organisation to attend UKISUG Connect

- Invitations to certain additional events such as:

  - Meeting SAP developers in Waldorf

  - SIG chair training

  - Speaker training

See how volunteering with UKISUG can help you, from one of our longest serving volunteers - **https://www.linkedin.com/pulse/volunteering-uk-ireland-sap-user-group-how-has-taught-alan-bowling**

If you think volunteering may be of interest to you, **please let us know - support@sapusers.org** and we will be happy to help you get more involved.

UKISUG

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support@sapusers.org