Exploring the people side of an SAP Customer Center of Expertise. What changes in the cloud era?

SAP Training & Adoption | EMEA North
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On today’s agenda

**Setting the scene**
- Defining an SAP Customer Center of Expertise (CCOE)
- What’s happening with cloud technology
- The SAP CCOE Survey

**Insights discussion**
**Theme 1:**
- Foundations are shifting. Are SAP CCOEs prepared?

**Theme 2:**
- Why do I still need to learn if I’m already an expert?

**Theme 3:**
- Who is responsible for end user adoption post go-live?
Theme 1: Foundations are shifting. Are SAP Customer COEs prepared?

Only 30% agreed that their COE was set up to support the transition to cloud.

Only 44% agreed to having a cloud mindset.
Theme 2: Why do I still need to learn if I’m already an expert?

53% do not allocate dedicated time on learning for their COE team.

38% only allocated 1-3 days per month.

Less than half agreed they had all the necessary SAP skills to support release cycles in the cloud.
Theme 3: Who is responsible for end user adoption post go-live?

56% disagreed or only somewhat agreed they currently support business users with adopting cloud solutions.

43% agreed their COE supports the business with managing organizational change.

Less than half 47% were not confident with supporting their organizations with end user enablement.
Look out for our Executive Summary
Appendix

The survey’s Executive Summary will be sent with the webcast’s recording shortly.
SAP Customer Center of Expertise (CCOE) | Motivation

**WHY**
Maximize business outcomes by taking advantage of technology trends and business process innovations

**WHAT**
Get the most out of your SAP Investments by profiting from best practices, expert knowledge and a continuous exchange with SAP

**HOW**
Set up an SAP expert team to align business and technology units pursuing one goal
The Customer COE program recommends a holistic management of key competencies along the capability model.

- The customer COE concept is and ever was a concept which consists of business and IT skills and units working hand in hand.
- The customer COE concept focuses on business value while acting as a business value partner.
- Business process know-how within CCOE.
- Intense collaboration with Business.
- Tools to focus on Business Outcomes.
- Customer COE is an expert team which bundles core competencies of business processes, technologies and innovations keeping the whole organization up to date with the "latest and greatest" while acting as a front runner.

Customer COE is an expert team which bundles key skills and knowledge to plan, build, run and optimize SAP software addressing your company goals.

- The Customer COE program recommends a holistic and integrated management of key capabilities.
- The Customer COE concept aims on acting as a business partner focusing on generating business value.
Additional Information

Customer COE in the SAP Support Portal
- Customer COE Whitepaper
- Customer COE and CIO Guides
- Customer COE and Hyperscalers
- Getting started Customer COE

SAP Activate Methodology

Customer COE & SAP MaxAttention

Incident Management Best Practices

Want to connect? Contact us:

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