

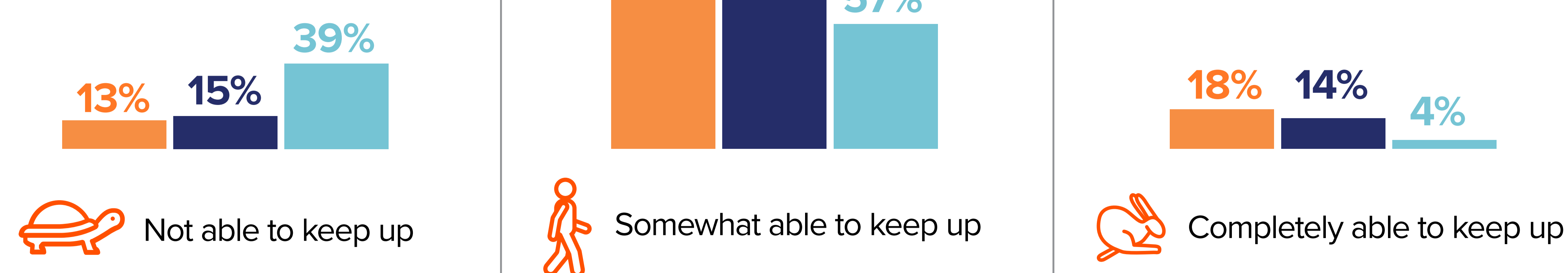
Global Study Shows that SAP Customers Tackle Change While Growing their Ecosystems

SAP customers are challenged by the speed of technological, societal, and economic changes, international research from ASUG, DSAG, and JSUG shows. Wide skills gaps, combined with rapid pace of change, create significant barriers that organizations must overcome to embolden their operations and boost their bottom lines.

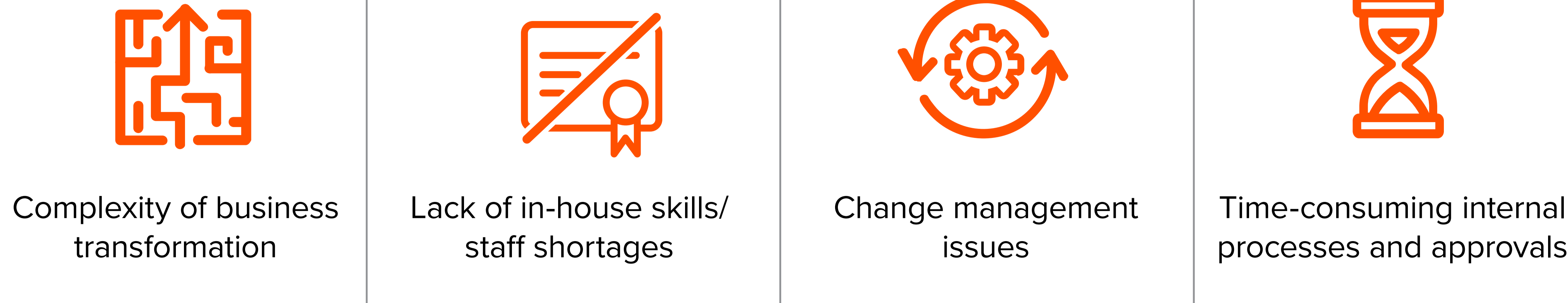
Navigating Change and Challenges

Ability to Handle Change

ASUG DSAG JSUG



Top Organizational and Management Challenges



Top Innovation Challenges

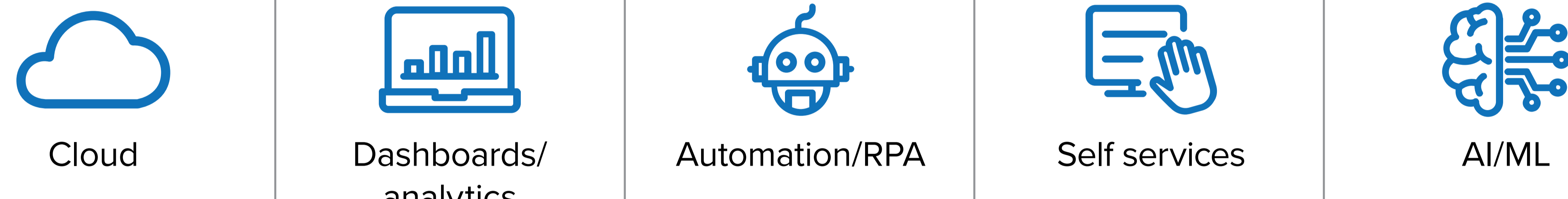


Why SAP Customers Cannot Keep Pace

ASUG	DSAG	JSUG
Lack of resources	Lack of resources	Adverse to change
Adverse to change	Decision-making is too long	Lack of resources
Too many customizations	Adverse to change	Decision-making is too long

Technologies and Support

Essential Technologies for IT Landscapes

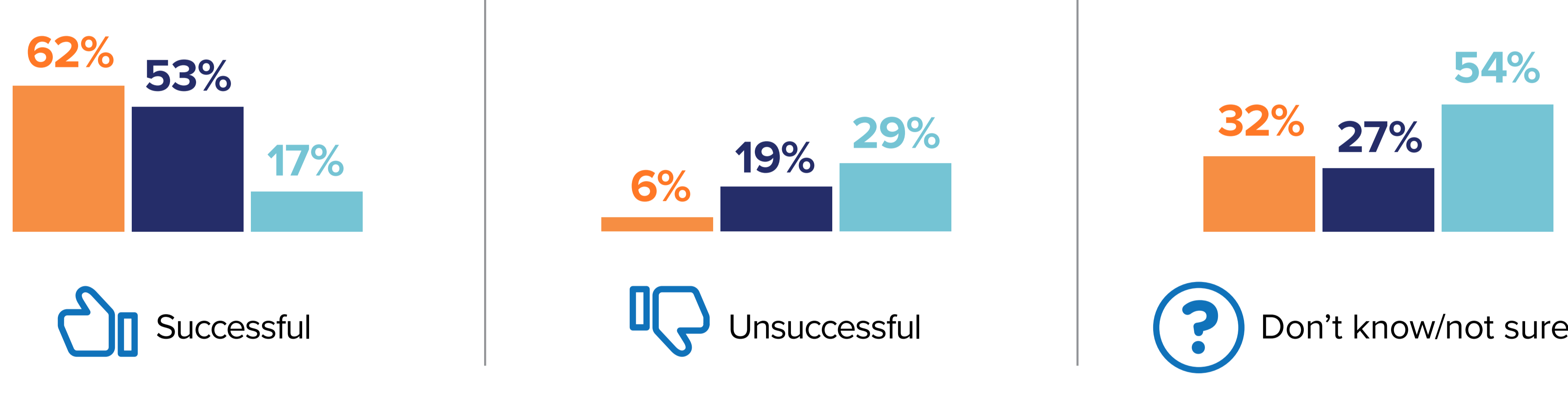


Awareness of Low-Code/No-Code Development Platforms



Successful Implementation of Low-Code/No-Code

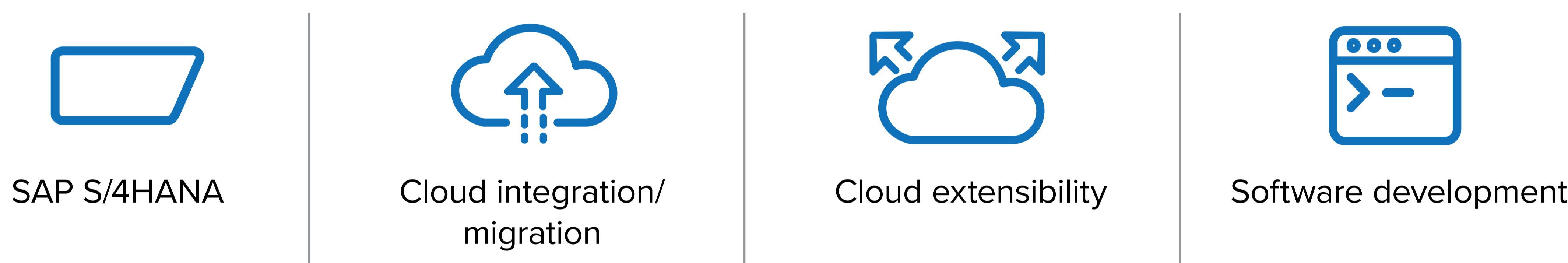
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Focus Areas Supported by Internal Staff



Top Areas Supported by External Vendors



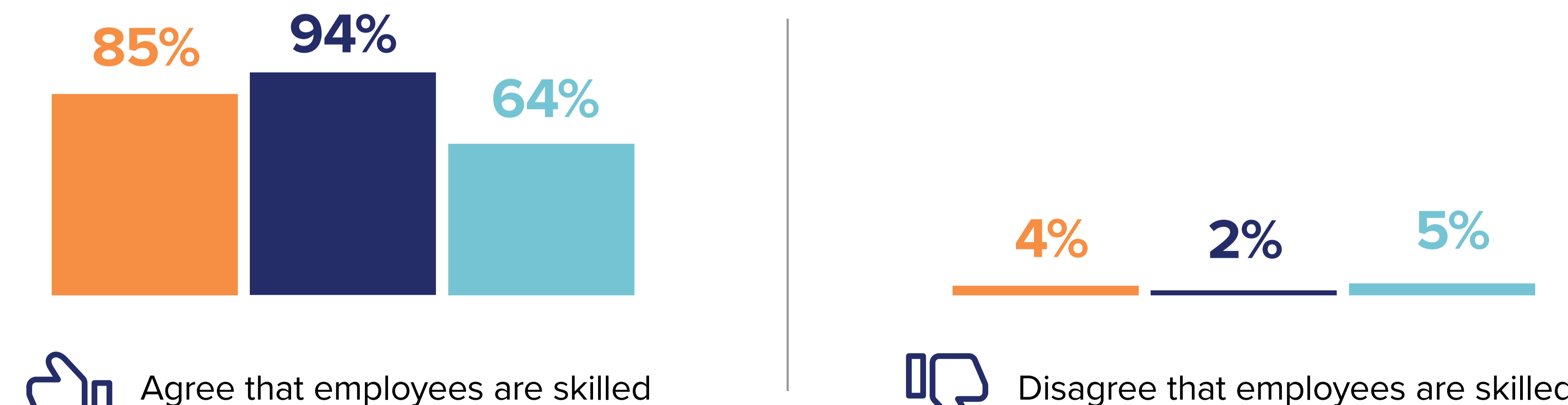
Workforce Changes and Challenges

In-House Skill and Staffing Shortages



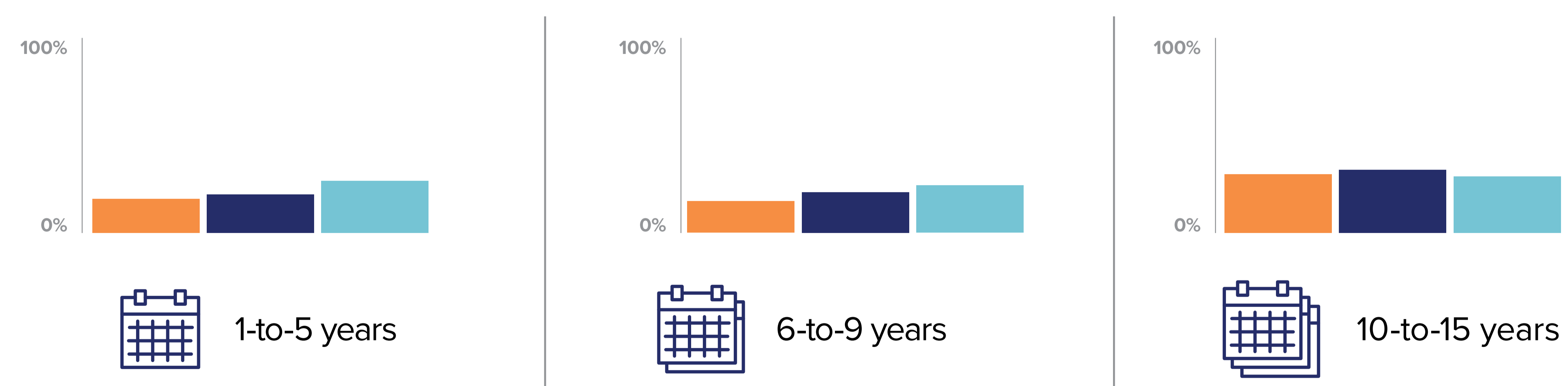
Employee Skillset Proficiency

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Anticipated Employee Retirement

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Key Takeaways



New technologies require new job roles to keep up. Proper staffing and support helps organizations overcome business transformation challenges, combat skills and staffing shortages, and overcome issues created by change management.



Cloud will continue to be a focus and organizations will be relying on it to help them keep pace with change.



Monitor retirement timelines and skill shortages, which can upend the functionality of organizations.



Reach out to external resources for SAP S/4HANA support early in the migration process. Seeking support for cloud migrations also is key for creating a cohesive cloud environment that delivers robust business insights and opens the door for implementing emerging technology.



Learn more about the research of global SAP customers in this webcast from ASUG. Marissa Gilbert, ASUG research director, dives into the results, as well as how SAP customer needs and challenges compare from around the world.

About the Research

ASUG (Americas' SAP Users' Group), DSAG (Deutschsprachige SAP-Anwendergruppe), and JSUG (Japan SAP Users' Group) worked to uncover workforce, technology, and marketplace changes among SAP customers. This research was fielded in June and July 2022; 492 ASUG, 434 DSAG, and 213 JSUG members participated.



ASUG is the world's largest SAP user group. Originally founded by a group of visionary SAP customers in 1991, its mission is to help people and organizations get the most value from their investment in SAP technology. ASUG currently serves thousands of businesses via companywide memberships, connecting more than 130,000 professionals with networking and educational resources to help them master new challenges. Through in-person and virtual events, on-demand digital resources, and ongoing advocacy for its membership, ASUG helps SAP customers make more possible.