



Customer-Specific Training

The education you need, however you want it

While we offer a broad range of scheduled public training courses for many SAP solutions and products, you often have **specific training** requirements.

Project constraints can mean that the next planned public course doesn't fit your project timescales. You may also have a sizeable number of employees to train, and don't want to incur the travel costs associated with so many employees being away from home.

One solution is **Customer Specific Training (CST)**, whereby we can deliver private courses arranged at both a location and time to suit you, covering the right content to address your specific learning needs.

Who are typical CST customers?

We can provide customer-specific training for all kinds of organisation using or implementing SAP software. This could be a company looking to equip its project team with SAP skills in readiness for an implementation project. Equally it could be an organisation with a need to enhance in-house skills. Or it could be one of our implementation partners needing to update or develop their consultants' skillsets.

What are the benefits of CST?

CST training events are based on standard SAP course content. However, the CST approach gives us the flexibility to tailor the content, duration and delivery method of the training to your specific needs and requirements.

Naturally, if you want a standard SAP course but delivered at a location more convenient than an SAP training centre (avoiding unnecessary expenditure on travel and accommodation), we can do that too. It may even be more appropriate to conduct the training virtually using our SAP Live Class, especially if attendees are based in different physical locations.

Whatever the request, the flexible, targeted approach of CST ensures high quality training focused on content directly relevant to your needs, thereby maximising the return on investment.

So how does CST work?

The first step is for our team to discuss the exact training requirements and objectives with you. During this conversation, we build a picture of the attendees, their backgrounds and skillsets, as well as discussing preferences for training venue (or SAP Live Class), duration and timescales. Once this information is in

place, a formal proposal is issued detailing course content, duration and costs. With your agreement obtained, the appropriate instructor would then be identified and the training event scheduled. If you would like to know more about CST and how it can help your project, please mail us at education.cst.coe@sap.com and one of our team will contact you to discuss further.

What if there are only a couple of people who need training?

For cases when there are only two or three people from your organization who require training, CST might not be the most cost-effective solution- and yet we may not have a public scheduled training event for the required course at a date which suits. In this case, our "T for Two" On-Demand schedule is a great alternative. With this option, you can request an instructor-led classroom or virtual SAP Live Class public event on demand. We work with you to add the course to our standard public schedule – in most cases all we need is two participants from your company and a minimum lead time of five weeks to arrange the class. (Note, with "T for Two", the training will be a public event, delivering standard course content, where customers from other organisations may also join).

Contact us for more information:
education.cst.coe@sap.com

