



MICHAEL MANAGEMENT CORPORATION

2017

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# SAP TRAINING SURVEY

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## TABLE OF CONTENTS

Acknowledgement.....	01
Executive Summary.....	02
Commentary from ERP Market Analyst Jon Reed.....	03
Survey Results.....	05
Survey Methodology.....	11
Disclaimer, Copyrights and Trademark Notices.....	12

## ACKNOWLEDGEMENT

Dear SAP Professionals,

I am pleased to present our 6th annual SAP Training Survey to you.

We continue our annual tradition to survey a broad scope of SAP professionals from all over the world to keep our finger on the pulse of the SAP training space. Over the years, we have collected responses from thousands of SAP professionals, making this the largest independent survey of SAP training experiences and expectations.

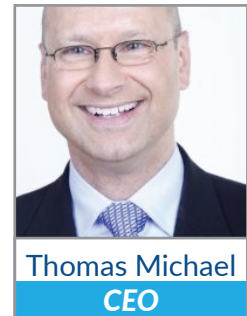
I specifically want to thank the 865 SAP professionals who shared their opinions and experiences with us. Additionally, a very special thank-you goes to ERP Market Analyst Jon Reed for so generously sharing his professional expertise and providing his analysis of the survey results.

And, most importantly, I want to thank our hundreds of clients and thousands of students for their continued investment in our award-winning SAP training solutions. Your approach to excellence in training has helped make us the leading provider of online SAP training solutions.

Sincerely,



**Thomas Michael**  
**Chief Executive Officer**  
Michael Management Corporation



 Follow Thomas on Twitter: **@ListenToThomas**

 Follow Michael Management on Twitter: **@MMC\_ERP**

# EXECUTIVE SUMMARY

Michael Management Corporation, the award-winning provider of online SAP training solutions, has surveyed 865 SAP professionals from 50 countries in 2017 about their experiences and expectations with regards to SAP training.

We crunched the numbers and then reached out to industry expert and ERP Market Analyst Jon Reed to provide an analysis and commentary for our survey.




**865**  
 SAP  
 professionals




**50**  
 Countries

Some of the key findings of this year's SAP training survey are:




**THE GOOD**

**67%**




67% of respondents prefer online SAP training over any other delivery method.

**50%**




Almost 50% of SAP professionals say that they can devote 30 minutes

**28%**




1 hour per training session, while 28% say they can spend more than an hour.




**THE BAD**

A frightening 44% of all SAP professionals state that they have not received sufficient training to perform their job duties.


**31%**



Almost 1 out of 3 respondents (31%) cites not having access to useful training material as their main training challenge



**44%**



**THE UGLY**

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02

## COMMENTARY FROM ERP MARKET

### ANALYST JON REED

I recently got into an argument with a fellow analyst about the future of education in the era of robotics. Now that we're into the sixth year of the Michael Management SAP training survey, isn't that the biggest change we've seen? Even four years ago, we weren't constantly hearing about companies like Apple and Google investing in all kinds of machine learning and autonomous vehicle projects.

The argument was over a piece I wrote on how humans like you and me can remain competitive working amidst increasingly intelligent machines. There isn't an easy answer, but I know one key is continuous learning. Our formal educational system just isn't ready to school us for what's to come - not yet. Besides, most of us aren't in a position to return to school.



**Jon Reed**

ERP Market Analyst  
and Co-Founder of  
[diginomica.com](http://diginomica.com)

The situation for SAP professionals is not different. Granted, we haven't heard that much about machine learning from SAP yet, but I expect we'll hear plenty at the annual Sapphire Now/ASUG conference. For the immediate future, the SAP professional doesn't have to worry about super computers as much as transitioning to a cloud/HANA/Fiori/mobile SAP. That doesn't make previous SAP know-how irrelevant, but there's no time to stand still either.

And yet there is very little time (or budget) for immersive classroom training anymore. That's a huge takeaway here: it's not just what we need to learn that's changing - it's how we need to learn it. This year's survey from Michael Management backs that up. Michael Management asked 865 respondents, including a good mix of end users, managers and consultants, about their SAP training needs and goals.

I hate to say it, but every year there's some bad news in this survey (I'll get to that in a sec). There's also good news. I see a growing compatibility between how most SAP pros want to receive their training (online), and the caliber of online training now available. We're in a more mature phase of online training delivery, with more sophisticated curriculums, and more interactive styles beyond tired PowerPoint decks.

But the obstacles to get that SAP training remain. This year, not having a budget for training (28.2 percent) is the second leading obstacle. The biggest? The lack of useful training material at 31 percent. That's concerning. Out of date training material is now irrelevant as SAP moves on to S/4HANA.

We can speculate that a lack of useful training material probably ties directly into that budget problem. Companies remain stubborn about not investing adequately in SAP training. Need proof? 44 percent of those surveyed say they have not received sufficient SAP training to perform their jobs. I'd sound the alarm bells except that number is actually down from last year's!

However, I agree with Michael Management – it's far too early to say we are finally trending in the right direction. I won't be surprised to see that number go up again next year as more companies upgrade their systems, and SAP pros find themselves bewildered by the gap between the SAP they knew and the SAP being implemented.

I've given up on trying to persuade companies that training investments are directly tied to project outcomes. But maybe, just maybe, some folks will read this data and realize that they have a chance to push into online training, at a fraction of the cost of classroom training – and perhaps get a better result.

One sermon I won't stop giving: the “not enough time” excuse is unacceptable. We don't have time NOT to train. This gets back to that machines and automations thing. The way we will succeed is by evolving. Roles that become standard and tasks that are routine are prime candidates, if not for automation, then for crowdsourced/offshored discounts. We're going to have to push ourselves.

The good news is that the resources are there to learn in chunks: almost 50 percent prefer to learn in 30-60 minute training intervals. Those are manageable time blocks most of us can swing. I was glad the respondents are not enthusiastic about micro-learning time frames. No matter how good online SAP training gets, I don't believe we'll ever be able to learn anything useful about SAP in less than ten minute intervals.

When I look at the skills cloud in the survey results, I see that folks are interested in the right things, from S/4HANA to Fiori, from reporting to security. I would have liked to see more interest in SAP's SaaS applications and cloud tech, as well as BI and analytics – those are big pieces of the puzzle. It would have been nice to see IoT (Internet of Things) in the foreground as well. But I suspect that those surveyed have a good sense of what's coming. Now we have to seize our place in it.

Jon Reed is the co-founder of [diginomica.com](http://diginomica.com) which examines the digital enterprise from the vantage point of real-world use cases. As an independent analyst, Jon frequently blogs and videocasts on enterprise trends. He is a member of the Enterprise Irregulars, an influential group of enterprise bloggers and practitioners. Jon was a founding member of the HANA Distinguished Engineers Council and was an original member of the SAP Certification and Training Influence Council. He served as an SAP Mentor from 2008 - 2015. He is the editor of The Ultimate SAP User Guide.



Join Jon's 10,000+ followers on Twitter: [@jonerp](https://twitter.com/jonerp)

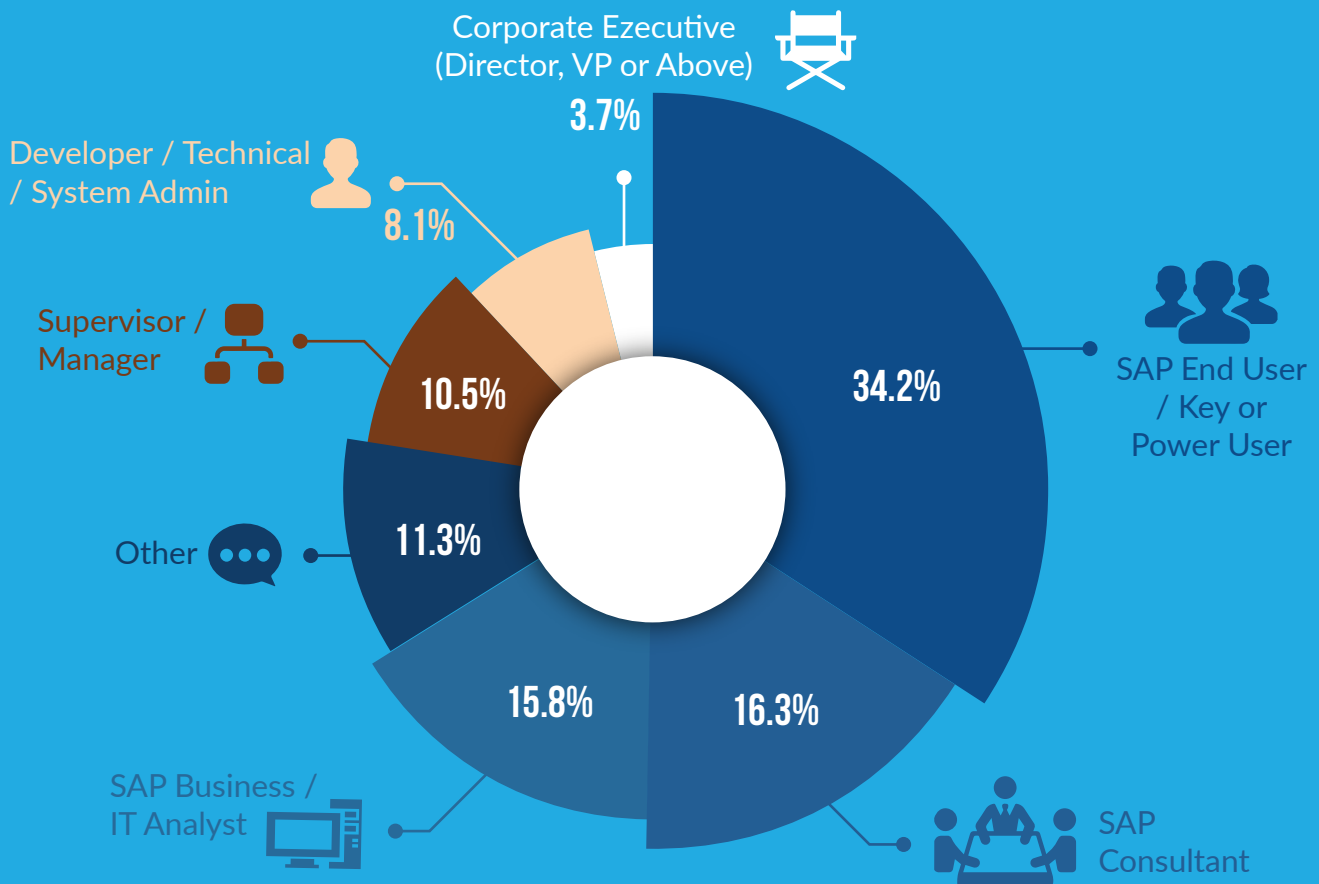
# SURVEY RESULTS

Below are the survey results in graphical form based on 865 responses collected from 50 countries, although 66% of all responses came from the USA and Canada. As you go through these pages, some figures will surprise you while others might be expected. We have provided our thoughts and comments on each question below.



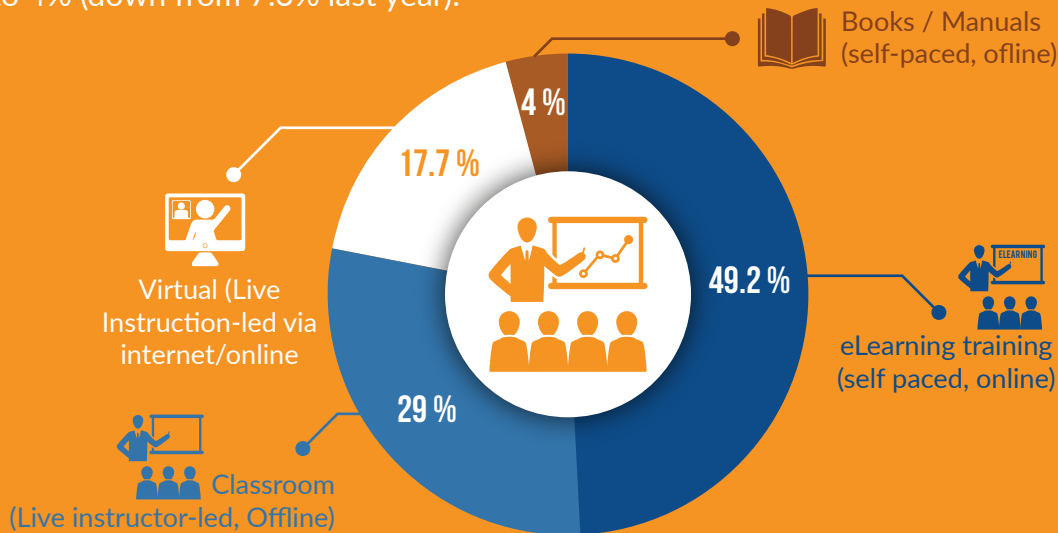
## What is your current role with in SAP?

Almost 75% of respondents are people who work with SAP on a daily basis: SAP End Users, Key or Power Users, Business/IT Analysts as well as System Administrators, Developers and Consultants. Managers and Executives make up about 14%.



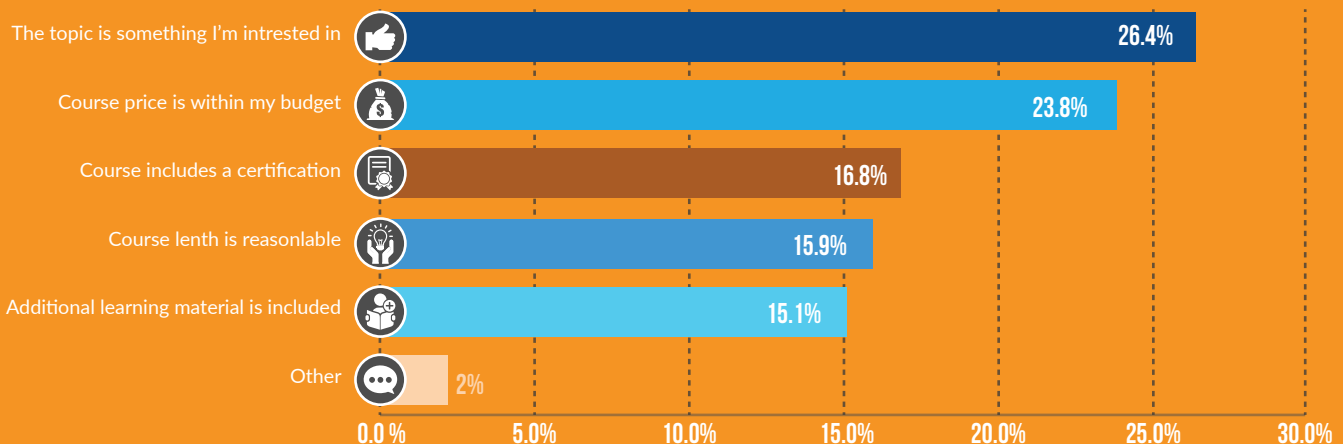
## What is your preferred SAP training method?

Almost 67% of SAP professionals indicate that they prefer to receive SAP training online (up 2% from last year). Both eLearning (49.2%) and instructor-led virtual training (17.7%) continue their growing trend from last year. Traditional classroom training holds steady at 29% this year while self-study, offline training delivery methods (books, manuals, etc.) experienced a dramatic decline to 4% (down from 7.3% last year).



## What is most important to you when selecting a specific training course?

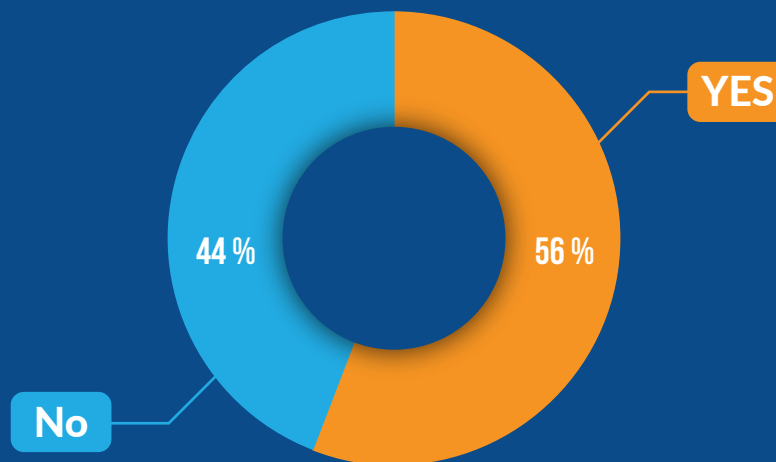
We all have our reasons why we pick one training course over another. The 2 most important factors according to our respondents are an interesting course topic (26.4%) and a course price that is within the learner's budget (23.8%). Other, yet less important factors include a course certification (16.8%), reasonable course length (15.9%) and additional course material such as hand-outs, cheat sheets



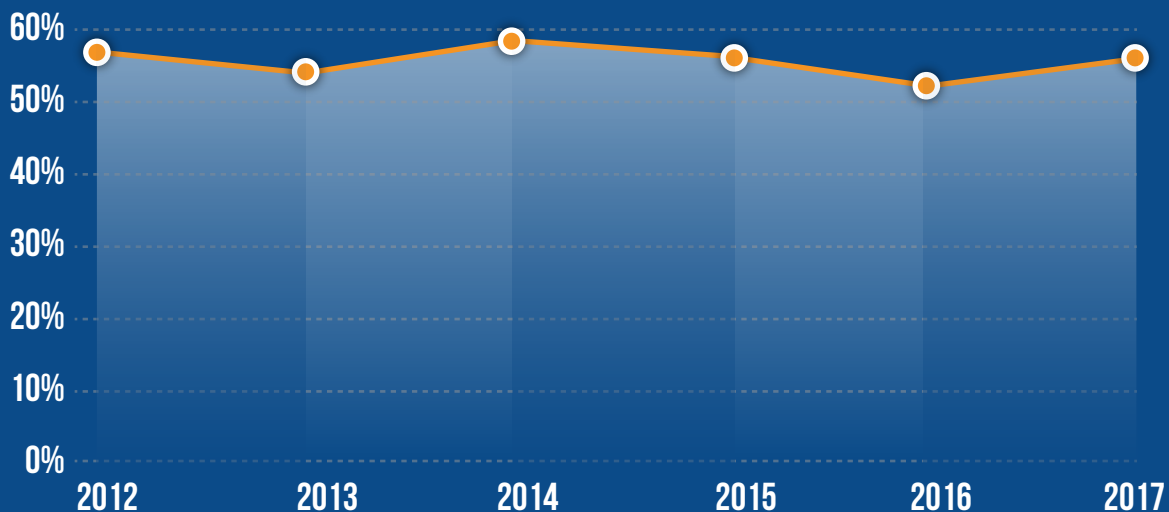


## Have you received sufficient training to perform your job responsibilities?

We ask this question every year, and while this year's results are far from pleasing, they are significantly better than last year. 56% of our respondents say they have indeed received enough training to do their job (up from 52.2% last year). Of course, this still leaves a frightening 44% of SAP professionals that admit they can't fully perform their job responsibilities.



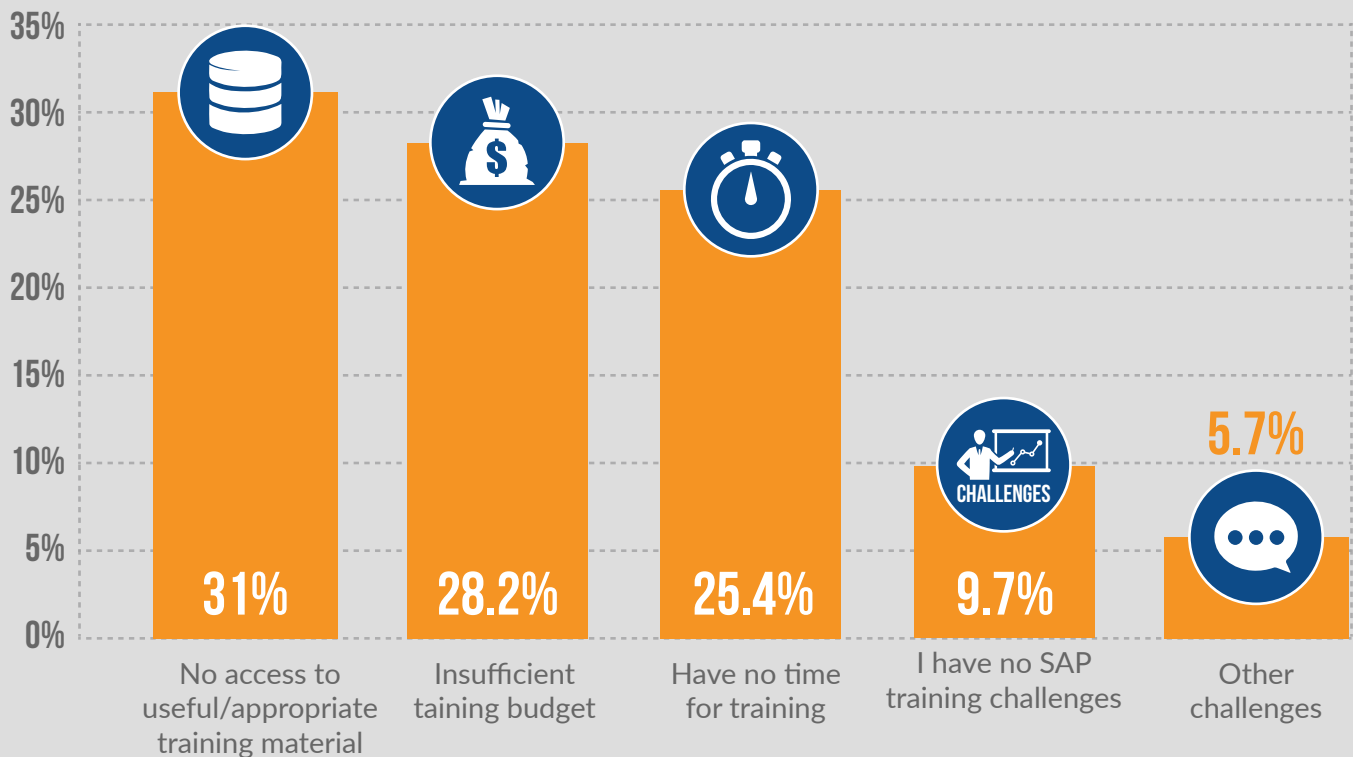
Since this is our 6th annual SAP training survey we thought we would include the below trend line for this question for last 6 years. While there is a certain amount of up-and-down, it is very apparent that the lack of training remains highly elevated year-over-year and that there is no trend reversal apparent.



## What is the biggest SAP training challenge that you face personally or at your company?

Not having enough budget (28.2%) or enough time for training (25.4%) are expected answers. Cutting training expenses is an easy, albeit shortsighted, way to meet budget targets.

The biggest obstacle remains the lack of useful training material (31.0%). If you still use outdated PowerPoint slides or those awful Business Process Procedures as your main training content, consider this your wake-up call. Students expect a lot more.

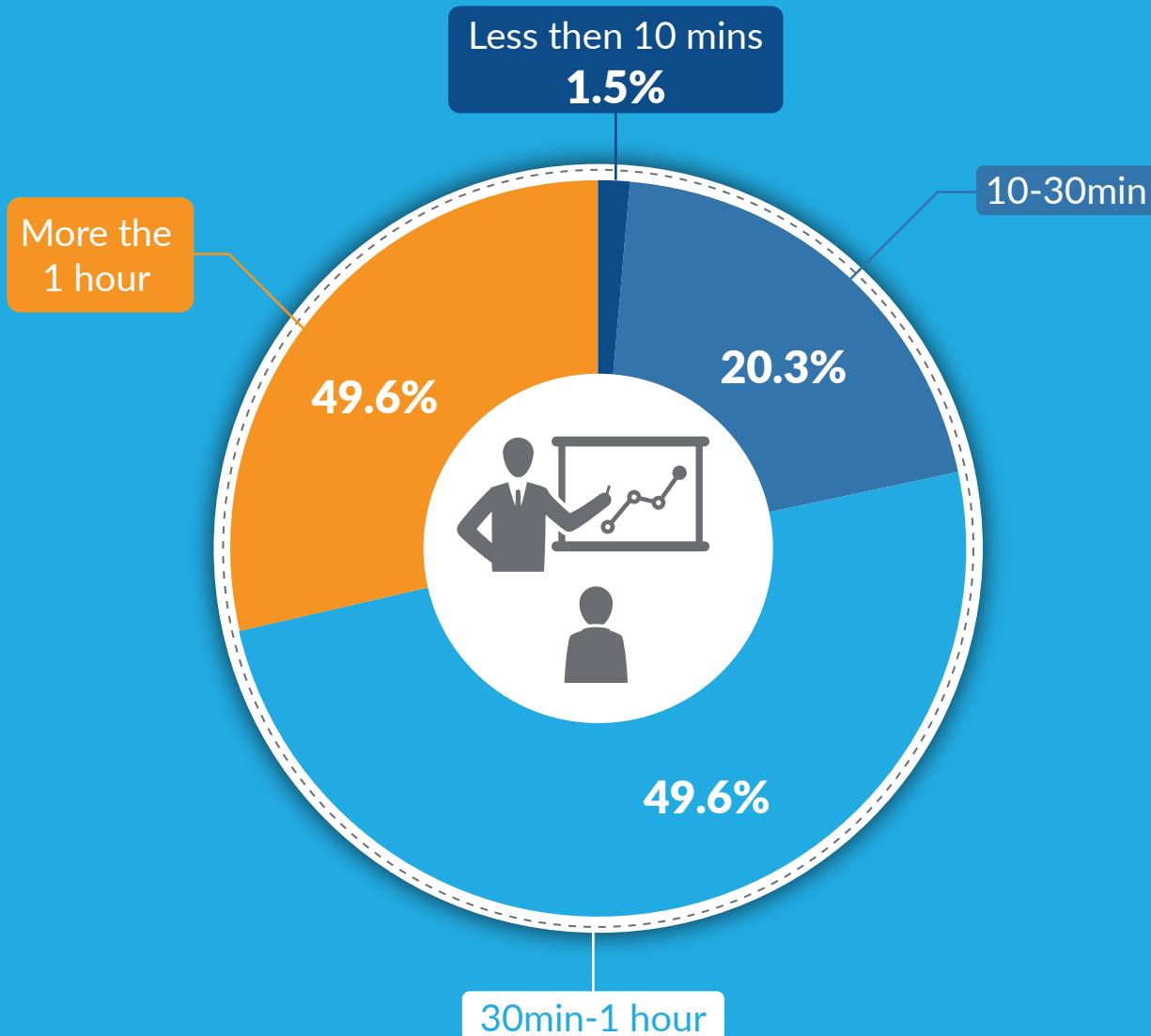




## What's the perfect length for a single training session?

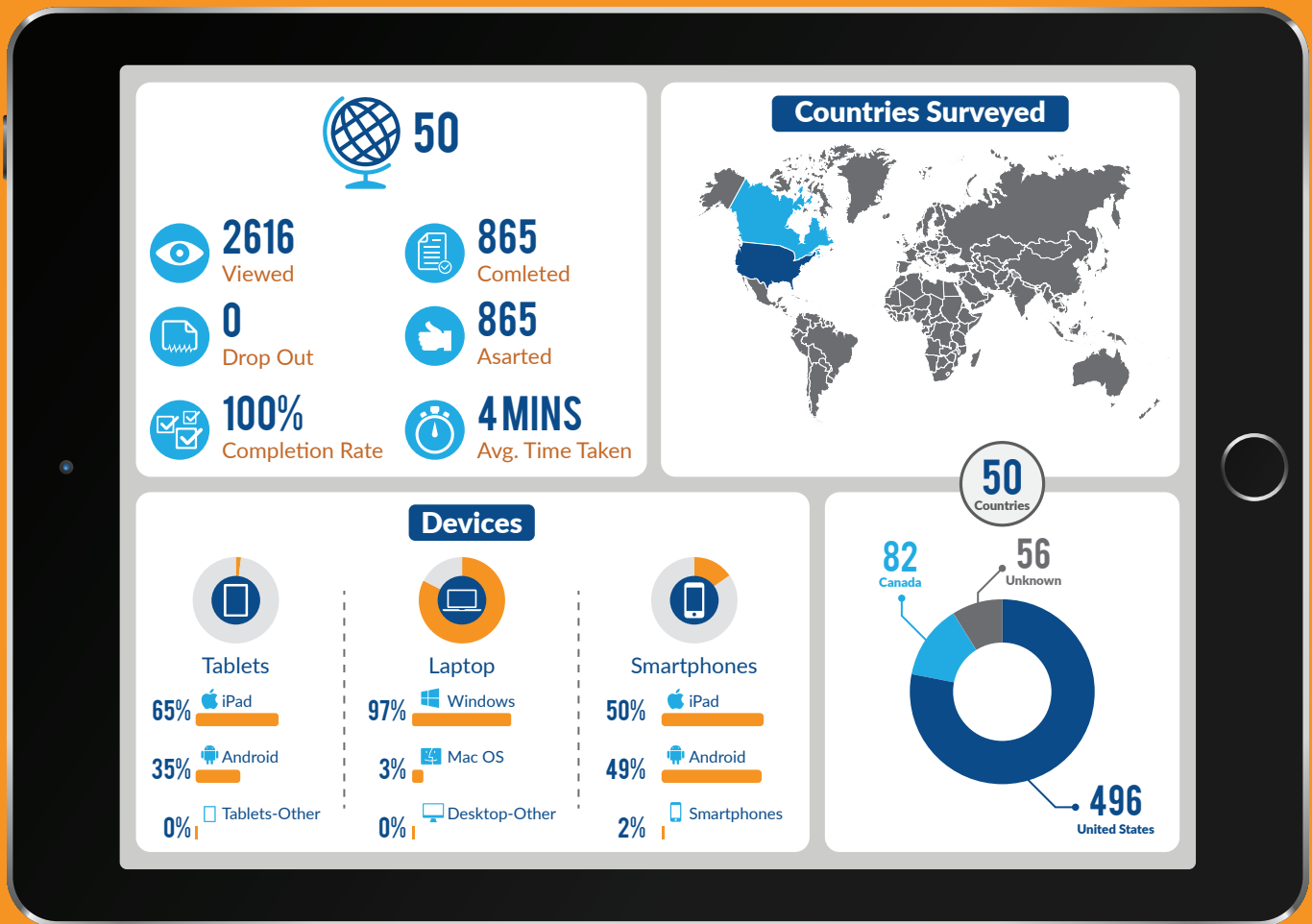
We all are busier than ever at work and thus, training has to be 'shoehorned' into our daily schedule somehow. So, we asked, realistically, how long is the perfect training session? It seems that the sweet spot for a training session hovers around the 1 hour mark (plus/minus 30 minutes). We expect that training sessions will become shorter in the near future.

One important observation: the concept of extreme micro-learning (lessons that are less than 10 minutes) does not seem to be popular in our SAP training world. Just 1.5% of respondents prefer such a short learning session.



# SURVEY METHODOLOGY

The survey was conducted among MMC's registered user/student base of SAP customers, consultants and other SAP professionals worldwide through an online questionnaire between March 8, 2017 and April 25, 2017. Survey results are based on 865 responses collected during this timeframe. The following infographic shows the survey's metadata



\* All survey values minimally rounded.

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### About Michael Management Corporation

Michael Management Corporation (MMC) is an award-winning SaaS provider of on-demand SAP eLearning for global enterprises, government agencies and medium-sized businesses. MMC enables business organizations to maximize business performance and minimize financial reporting errors through a combination of SAP eLearning content and SAP sandbox systems. Recognized brands around the globe rely on MMC's SAP training portal to increase user productivity, decrease system errors while at the same time driving down training costs.

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Or speak directly with a training specialist:  
(800) 608-0490, option 2