

CONNECT. CREATE. COLLABORATE.



**AFSUG**<sup>®</sup>  
african SAP user group

# WHAT IS A USER GROUP?

CONNECT.  
CREATE.  
COLLABORATE.



- Share Goals
- Share Concerns
- Share Similar Interests
- Regular Meetings
- Share Knowledge
- Share Ideas

## SPECIAL INTEREST GROUPS

### PROCESS

1. Finance & Commerce
  - GRC
2. Operations
  - Energy & Natural Resources
  - Mining
  - Utilities
  - Agriculture & Forestry
  - Product Life Cycle Management
  - SRM
  - Utilities
3. Customer Experience
4. Human Capital Management

### TECHNOLOGIES

5. Mobility
6. Platform Integration & Technology
7. Big Data & Analytics
  - Netweaver
  - Cloud
  - HANA
8. Data Governance
9. Solution Manager

### INDUSTRIES

10. Retail
11. Real Estate
12. Financial Services

For more information please e-mail Genevieve Myburgh, [genevieve.myburgh@afsug.com](mailto:genevieve.myburgh@afsug.com) and Tracey Keene, [keene@afsug.com](mailto:keene@afsug.com)

# IT'S THIS EASY...VOLUNTEER



# MEMBER BENEFITS



AFSUG Access



Customer Connect  
Programme



Access to experts to  
share and request info



Discounted rates  
to local and global  
conferences



Webcasts



New version  
information



Networking  
opportunities



Social connections  
to local experts



Real South African and  
global case studies

For further membership information or should your company wish to have a presentation on the benefits of membership please contact:

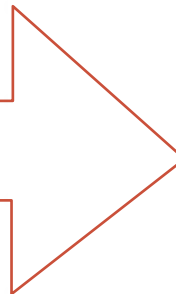
[tracey.greig@afsug.com](mailto:tracey.greig@afsug.com)

# RULES OF ENGAGEMENT



# AFSUG BOARD

	DESIGNATION	COMPANY	
Ian Brown	CIO	Exxaro	Acting Chairman
Tinus Wagner	Business Development Director	Britehouse	Board Member
Reg Barry	Client Delivery Executive	UCS-Solutions	Board Member
Alec Joannou	CIO	Sasol	Board Member
Bradley Coward	CIO	SAPPI	Board Member
Franc Barac	CIO	Standard Bank	Board Member
Andrew Strachan	Director - Advisory	EY	Board Member
Pieter Schoeman	CIO	Makro	Board Member



# SUGEN

The SAP User-Group Executive Network (SUGEN) was established in 2007 to foster the information exchange and best practice sharing among SAP User Groups and to coordinate the collaboration with SAP for strategic topics. It is a united network of 16 SAP User Group Communities across six continents (SUGEN) comprising leaders from multiple 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.

The mission is to be a powerful, international voice that unites regional SAP User Groups in an open, honest dialogue between members and SAP that ultimately drives the market towards excellence, innovation and success.

## CORE PURPOSE

The purpose of SUGEN is to create and sustain collaborative bodies that foster the sharing of information, expertise and experience users and SAP cannot find anywhere else. SUGEN will identify strategic priorities and act on programmes to advance and apply technology for greatest gain of the SAP customer community. It is fostering international market views including customers' short and long term demand drivers, major challenges and business imperatives. Furthermore, SUGEN is guiding and inspiring SAP in delivering worldwide aligned support for the mutual benefit of the user communities and SAP.

## MAIN DELIVERABLES

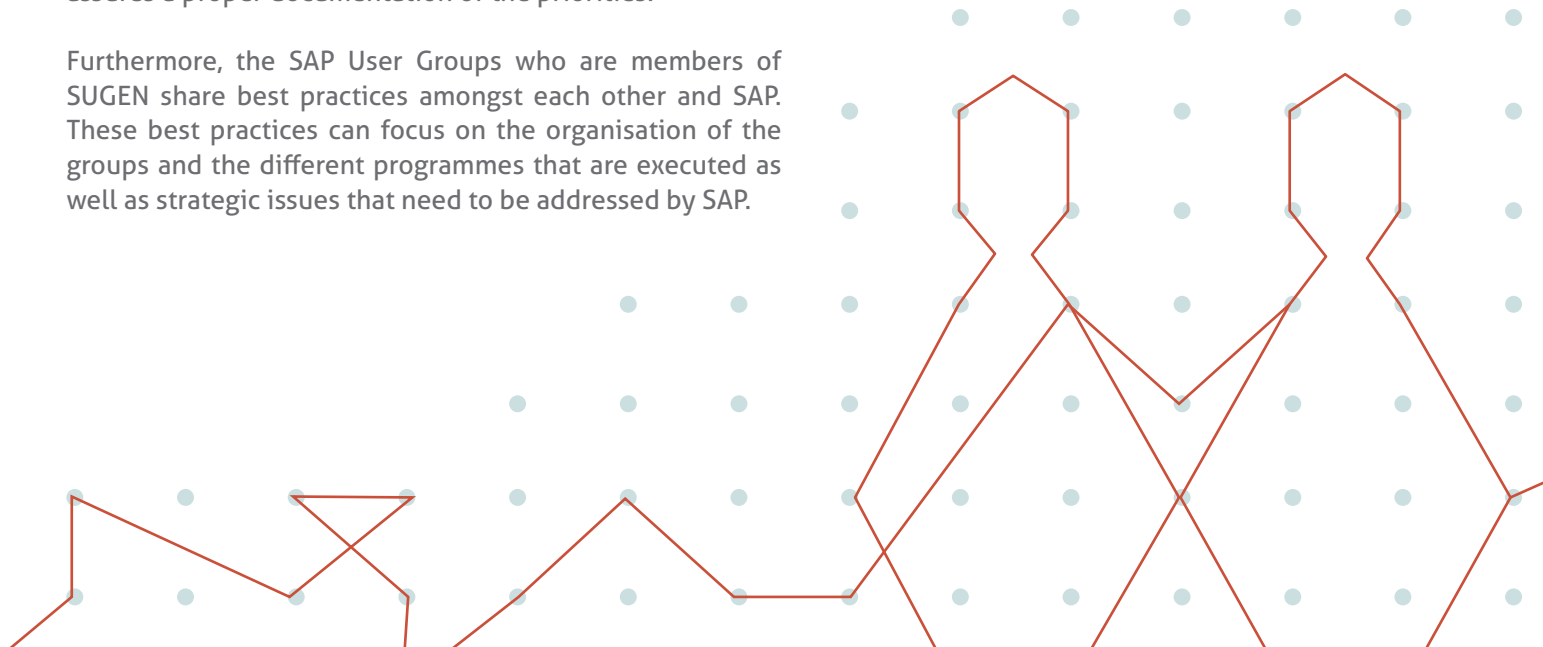
As the collective voice of SAP User Groups, SUGEN is the channel to provide SAP with a consolidated view on influence priorities. These can vary from case to case on SAP products, services or anything else from the SAP

# SUGEN

ecosystem. If applicable, charters are founded to build a task force working on a particular topic for a certain period of time. In these task forces, several members from local SAP User Groups and SAP employees engage.

In addition, SUGEN provides a method for communication among SAP User Groups and SAP. New and urgent topics from both sides can be addressed in an open dialog. Thereby, it assures a proper documentation of the priorities.

Furthermore, the SAP User Groups who are members of SUGEN share best practices amongst each other and SAP. These best practices can focus on the organisation of the groups and the different programmes that are executed as well as strategic issues that need to be addressed by SAP.





# SAP Global User Groups (GUGO)

## WHAT IS GUGO?

The Global User Groups Organization is a business unit within the Scale, Quality & Support board area that manages SAP's relationship with over 35 SAP Global User Groups worldwide. The GUGO core team manages the mature and strategic/emerging user groups through Executive Exchanges, knowledge transfer, best practice sharing, programs and public relations activities. In addition, other user groups are supported by the local user group liaisons based in the respective SAP country organizations.

In these countries the GUGO core team collaborates with the local liaisons enabling them with best practices and knowledge transfers to help with their operations.

## GUGO MISSION

SAP Global User Groups Organization (GUGO) manages SAP's relationship with the SAP User Groups worldwide. GUGO serves as a major communication channel on matters related to influencing SAP's future product

direction by obtaining candid user group feedback, communicating it to the appropriate SAP stakeholders, monitoring results and closing the loop with our customers.

## GUGO OBJECTIVES

### **Knowledge Transfer:**

Provide knowledge transfer for user groups, facilitate hands-on SAP workshops and best practices.

### **Influence:**

Obtain feedback through programs like Customer Connection, Customer Engagement Initiative and Customer Advisory Councils.

### **Events:**

Support and facilitate Executive meetings and user group conferences.

### **SAP Strategy:**

Promote and roll out SAP's strategy. Receive feedback about SAP strategic topics.

### **Communication:**

Define joint roll-in and roll-out communication with user groups for SAP products and services.



# Customer Membership Application Form



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african SAP user group

COMPANY NAME			
CONTACT PERSON (SAP Champion)	Email Address	Landline Number	Cell Number
COMPANY			
CIO DETAILS	Email Address	Landline Number	Cell Number
APPROVAL	Signature	Designation	Date
BILLING ADDRESS			VAT Number

CUSTOMER	Customer Level	Annual Membership	African Regions US \$	VALUE MATRIX					
				Free SIG Attendance	Newsletters	Customer Connection Programs	- Sugen Updates - Knowledge share - Online Collaboration	Reduced rates for Global User Conferences	Reduced rates for AFSUG Events
SAP Business Suite over 1500 users	1	75000,00	\$6820,00	✓	✓	✓	✓	✓	✓
SAP Business Suite from 500 to 1500 users	2	55000,00	\$5000,00	✓	✓	✓	✓	✓	✓
SAP Business Suite from 200 to 500 users	3	40000,00	\$3640,00	✓	✓	✓	✓	✓	✓
SAP Business Suite up to 200 Users	4	20000,00	\$1820,00	✓	✓	✓	✓	✓	✓
Business One	5	10500,00	\$950,00	✓	✓	✓	✓	✓	✓

PLEASE RETURN THE APPLICATION FORM TO:  
Tracey Greig [tracey.greig@afsug.com](mailto:tracey.greig@afsug.com) Tel: 084 518 5278 – 27 11 235 6141

SAP Business Park, 1 Woodmead Drive, Woodmead, 2148  
Tel: +27/11 235 6000 Fax: +27/11 235 6301 [www.afsug.com](http://www.afsug.com)



# SAP Partner Membership Application Form



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COMPANY NAME			
CONTACT PERSON (SAP Champion)	Email Address	Landline Number	Cell Number
COMPANY			
CIO DETAILS	Email Address	Landline Number	Cell Number
APPROVAL	Signature	Designation	Date
BILLING ADDRESS			VAT Number

PARTNER	Partner Level	Annual Membership	African Regions US \$	VALUE MATRIX				
				SIG Attendance	Webinars	Customer Connection Program	- SUGEN - Knowledge Share - Online Collaboration	Event(s) Discount
Global, Local SAP Services or Technology Partners	1	57240,00	\$5200,00	✓	✓	✓	✓	✓
SAP VAR, Channel and Services Partners	2	24000,00	\$2180,00	✓	✓	✓	✓	✓
SAP B1, EBM	3	10000,00	\$910,00	✓	✓	✓	✓	✓

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SAP Business Park, 1 Woodmead Drive, Woodmead, 2148  
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