ERP4 STUDENTS

Stand out from the crowd

IMPROVE YOUR CAREER CHANCES WITH AN OFFICIAL SAP CONSULTANT CERTIFICATION

SAP University Alliances
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In order to start a successful career after many years at school and university, SAP-skills have become an indispensable factor. Understanding SAP software and the ability to work with it is vital in many areas of the job market. For many positions today such skills are mandatory. When this is not the case, applicants can still be sure to enhance their chances to be accepted for a job when they can proof that they already bring SAP-skills from their time at university.

Since its foundation in 1972, SAP AG, based in Walldorf, Germany has become Europe’s largest software developer. In the field of enterprise software, SAP is the world’s market leader. More than 176,000 customers worldwide make use of SAP products in order to execute their business processes (e.g. controlling, sales, production, logistics, human resources, marketing etc.). Customers are mid-size business up to most of the big concerns noted at the stock market.

Enterprise Resource Planning (ERP) is the standard software all businesses need to run their business processes. In this field SAP ERP is the most prevalent product in the world. It covers all of the processes mentioned above and, thus, is used in many different divisions of a company. Additionally, products such as SAP BI (Business Intelligence), SAP CRM (Customer Relationship Management) and many more are specially tailored for certain business areas. While for example SAP BI provides a powerful tool to analyse company data and thus helps to make important decisions, SAP CRM is perfectly suited for the areas marketing, sales and service. In order to adjust SAP products to a company’s structure it can be customized exactly according to the respective needs. The possibilities are endless.

With the growing number of SAP customers, the need for young professionals with SAP-skills increases – no matter in which area. SAP is for example used by logistic companies, the telecommunication sector, automotive companies, as well as banks and the retail sector. No matter which area and position you prefer, SAP-skills are needed – and evermore often expected – in almost any of them. Thus, having a basic understanding of SAP is a great asset to any application. Additional specialisations in certain SAP areas such as SAP BI and SAP CRM (and others) can help concretising one’s own plan of the personal career and reaching intended goals quicker.
erp4students has been an official partner of SAP University Alliances for more than five years. Since 2006, erp4students has helped more than 1,300 students to gain an official SAP consultant certificate and, thus, extensively strengthen their career opportunities. After starting the project in Germany only, erp4students is now available to students in more than 70 countries in Europe, Middle East and Africa. In the UK and Ireland, 36 universities participate in the program.

The courses take place 100% online with a runtime of four months. Over this whole period of time, participants have full access to all necessary course materials (consisting of lecture notes and the SAP GUI) which can be downloaded from an e-learning platform. With these materials, students can create their own personal schedule. That means, they are completely flexible and can work on the materials whenever and wherever they like, as long as the SAP GUI (700 MB) is installed on their computers and an internet access is available. Whenever questions occur – concerning theoretical or practical matters – the students can rely on a tutorial support that can be contacted via e-mail. The support is available from the first to the very last day of the course – even on weekends.

Each course is divided into several chapters. Each chapter starts by presenting a theoretical and methodological basis. Aside from that, the focus lies on providing students with important practical knowledge about the SAP software. Hence, after studying the theoretical part of a chapter, the students have to use this knowledge to solve practical problems in the SAP system by solving case studies.

A big advantage – compared to classroom trainings – is that during these e-learning courses students will do about 60 hours of practical work on the SAP system. This, in return, means that their theoretical knowledge will be reinforced as well.

Throughout the course, Tutors will provide intense and individual support. Students will reach them via email and they generally respond shortly – even on weekends.

Gain SAP-Skills with erp4students
the weekends and during semester breaks. The tutors help the students in a way that makes the students realize and understand their mistakes and solve them on their own. Thus, the course participants develop a much deeper understanding of the SAP system they are working with.

After completing all case studies during a course the students are awarded a certificate of the University of Duisburg-Essen stating the course contents and the workload. Furthermore, the students have the opportunity – after successfully completing the courses – to take the official SAP consultant certification exam in addition to the university certificate. For instance: After passing the TERP10 exam, SAP AG issue the official SAP consultant certificate „SAP Certified Associate Business Foundation & Integration with SAP ERP 6.0 EHP5“ (C_TERP10_65).

Due to the flexibility of erp4students’ e-learning courses, students can pursue their regular studies without any problems and, additionally, gain precious skills in SAP – an asset for future job prospects. All they need in order to take an erp4students course is a computer and access to the internet.

For students, flexibility is probably the most important aspect about erp4students. All resources are accessible 24 hours a day – even on weekends and during semester breaks! The only deadline is the last day of the course.

erp4students: Program Overview

erp4students is currently offering five e-learning courses in English. For those who have no pre-knowledge of SAP whatsoever, the best way to start is the introductory course „Integrated Business Processes with SAP ERP (TERP10)“. Afterwards, certain specialisations into different areas of the “SAP-universe” are possible.

“Integrated Business Processes with SAP ERP (TERP10)” works as the basis for all further SAP specialisation. Two of these important specialisations in the field of SAP software are SAP BI (Business Intelligence) and SAP CRM (Customer Relationship Management). You can find more information on each area within the respective course description. Compared to the costs of SAP in-house trainings, erp4students can offer its courses at a very student-friendly rate, as you can see in the following charts.

SAP Enterprise Resource Planning (SAP ERP)

<table>
<thead>
<tr>
<th>erp4students Course</th>
<th>equal course at SAP Education</th>
<th>Price at SAP</th>
<th>Price at erp4students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated Business Processes with SAP ERP (TERP10)</td>
<td>TERP10</td>
<td>5.000 £ + VAT</td>
<td>650 €</td>
</tr>
<tr>
<td>SAP Exam: C_TERP10_65</td>
<td></td>
<td>350 £ + VAT</td>
<td>included</td>
</tr>
<tr>
<td><strong>Total Price:</strong></td>
<td></td>
<td><strong>5.350 £ + VAT</strong></td>
<td><strong>650 €</strong></td>
</tr>
</tbody>
</table>

In the course “Integrated Business Processes with SAP ERP” participants do not only gain plenty of practical knowledge in working with an SAP ERP system (by solving case studies). They are also prepared for the official TERP10 consultant certification. The respective exam can be taken at a special rate after the e-learning course. The fee for this exam is already covered in the course fee.
SAP Business Intelligence (SAP BI)

<table>
<thead>
<tr>
<th>erp4students Course</th>
<th>equal course at SAP Education</th>
<th>Price at SAP</th>
<th>Price at erp4students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction to SAP BI</td>
<td>TBW10 and TBW20</td>
<td>5.000 £ + VAT</td>
<td>450 €</td>
</tr>
<tr>
<td>SAP BI - Advanced Business Intelligence</td>
<td>TBW42</td>
<td>5.000 £ + VAT</td>
<td>450 €</td>
</tr>
<tr>
<td>SAP BI - Integrated Business Planning</td>
<td>TBW41 and TBW45</td>
<td>2.720 £ + VAT</td>
<td>450 €</td>
</tr>
<tr>
<td><strong>Total Price:</strong></td>
<td></td>
<td><strong>12.720 £ + VAT</strong></td>
<td><strong>1.350 €</strong></td>
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</table>

By finishing all three consecutive SAP BI courses successfully, students are prepared for the SAP BI consultant certification exam (C_TBW45_70). After each one of the courses, the University of Duisburg-Essen already issues a certificate that states the workload and the respective course contents. As you can see in the chart, each erp4students course covers one or two SAP-own BI courses, all of which have to be taken in order to go for the BI certification at SAP. This means, that both programs are completely compatible. The theoretical contents of the SAP trainings are covered by erp4students, and the courses are extended by plenty of practical work on specially designed case studies. Please, see below for detailed information on the BI program, course contents and compatibility with SAP’s own BI program.

SAP Customer Relationship Management (SAP CRM)

<table>
<thead>
<tr>
<th>erp4students Course</th>
<th>equal course at SAP Education</th>
<th>Price at SAP</th>
<th>Price at erp4students</th>
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</thead>
<tbody>
<tr>
<td>Introduction to SAP CRM</td>
<td>TCRM10 and TCRM20</td>
<td>7.750 £ + VAT</td>
<td>700 €</td>
</tr>
<tr>
<td>SAP Exam: C_TCRM20_70</td>
<td></td>
<td>350 £ + VAT</td>
<td>included</td>
</tr>
<tr>
<td><strong>Total Price:</strong></td>
<td></td>
<td><strong>8.100 £ + VAT</strong></td>
<td><strong>700 €</strong></td>
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The theoretical contents of the SAP CRM trainings TCRM10 and TCRM20 are covered in this course. This means that participants of “Introduction to SAP CRM” will be prepared for the SAP certification exam. Additionally, they will gain a profound practical knowledge of how to use the CRM system, how to work in connection to an ERP system, how the middleware works, and how to customize the CRM system according to a company’s needs. Please, see below for further information on the course contents.
SAP ENTERPRISE RESOURCE PLANNING
Enterprise Resource Planning, or in short ERP, is a standard software for any business around the world. ERP systems help to organise big amounts of data and plan enterprise resources most efficiently. All of the business processes within an organization, such as controlling, human resources, manufacturing, supply chain management, project management etc., can be controlled via an ERP system. It depends on the kind of organisation which functional areas are needed and, thus, what kind of requirements have to be satisfied. However, to meet an ERP system in a future job in any kind of organisation is more than likely. SAP being the world market leader in this area of enterprise software, SAP ERP is the most prevalent ERP system there is.

The erp4students course “Integrated Business Processes with SAP ERP (TERP10)” functions as the perfect introduction into the “SAP-universe”. Not only does it present the setup and functions of the SAP ERP system theoretically, complex case studies also help the participants to gain a profound practical understanding of the system. This, in the end, helps to quicker understand the ERP system of a future employer and, thus, makes an application strike out.

**TERP10 Certification at SAP**

erp4students offers participants of the course „Integrated Business Processes with SAP ERP (TERP10)” to take the official SAP certification exam after all case studies are completed successfully. The fee for the exam is already covered in the course fee. The exam can be taken in 7 different locations in the UK and Ireland. It is a three hour, computer-based multiple choice test which covers the theoretical contents of the course. Upon passing the exam, participants will receive the official SAP consultant certificate C_TERP10_65: „SAP Certified Associate Business Foundation & Integration with SAP ERP 6.0 EHP5“. This certificate is recognized as a worldwide standard in all industrial sectors.

<table>
<thead>
<tr>
<th>Course at erp4students</th>
<th>Equivalent course at SAP</th>
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<tbody>
<tr>
<td>Integrated Business Processes with SAP ERP</td>
<td>TERP10</td>
</tr>
<tr>
<td>SAP Consultant Certification Exam: C_TERP10_65</td>
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**Course: Integrated Business Processes with SAP ERP (TERP10)**

This course focuses on the topic of Enterprise Resource Planning (ERP), using the world leading standard software SAP ERP. The course participants will be provided with a general overview of the theoretical base of Enterprise Resource Planning using the business software SAP ERP. The theoretical knowledge is then put into practice and consolidated using case studies on integrated business processes which the course participants will carry out actively in the SAP system.

A practical approach for teaching is used to cover both the theoretical basis and the case studies for the complete spectrum of SAP ERP. This gives the course participants a chance to get an in-depth overview of the SAP ERP system functions: Logistics (LO), financial accounting (FI), controlling (CO), and human capital management (HCM). Integration aspects to SAP Business Intelligence (BI) and SAP Strategic Enterprise Management (SEM) are also part of the course.

**Learning Targets**

Due to a wide range of practical experience and detailed explanations on the individual SAP ERP modules, participant will have broad theoretical and practical knowledge of the SAP ERP system on completion of the course. This specifically applies to technical aspects, organizational structure, and integration of a number of business processes and functions.
The practical work on the business process scenarios presented and integrated in the case studies enables the course participants to understand the function of SAP ERP fundamentally. This gives participants the skills to familiarize themselves quickly with any unknown SAP ERP system later in their career. Upon completing the course, participants specifically have the skills and knowledge of the following functions and their integration within complex business processes:

- **Logistics**
  - Purchasing
  - Inventory Management
  - Warehouse Management
  - Production Control
  - Sales and Distribution
  - Plant Maintenance
  - Project Management
- **Accounting**
  - Financial Accounting
  - Controlling
- **Human Capital Management**
- **SAP Business Intelligence**
- **SAP Strategic Enterprise Management**

### Certification Exam Locations

The TERP10 Certification Exam can be taken up until three months after the course at an individual date. One of the following locations can be chosen:

- **UK**
  - Bangor
  - Birmingham
  - Edinburgh
  - London
  - Sheffield
  - Manchester
- **Ireland**
  - Dublin

### Important Information in brief

- **Total Workload:**
  - 180 hours corresponding to 6 ECTS
- **Language:** English
- **System requirements:** PC with internet access
- **Course runtime:** 4 months
- **Course certificate:**
  - Certificate by the University of Duisburg-Essen when all case studies are completed successfully
  - Original SAP certificate „SAP Certified Associate Business Foundation & Integration with SAP ERP 6.0 EHP5“, if certification exam is passed
- **Course fee (includes the fee for the exam):**
  - 650 €

**NOTE:** You must complete at least the practical parts of teaching units 0 to 9 (of 11) to be permitted for the SAP Exam. Prior to solving these case studies you will not receive the SAP Exam registration data.
SAP BUSINESS INTELLIGENCE
SAP Business Intelligence

SAP Business Intelligence is by far the fastest growing and most prestigious area in the world of SAP products. Big businesses use SAP BI to analyse their data in order to make operations more efficient, improve processes and, thus, save costs. But there is also a shift towards smaller businesses that make use of Business Intelligence. And while BI used to be in the hands of managers and top consultants only, many enterprises today make use of this software company-wide. A survey by the Aberdeen Group from 2010 showed that employees of such enterprises can access information three times faster which eventually doubles the speed of the decision making process. The companies that took part in this survey increased their results by 24%.

SAP is the world’s leading developer of Business Intelligence Software. And since it is very likely to face BI software in a future career, learning how to work with it whilst still at university will be counted as a remarkable point in the CV.

Since SAP BI is a very complex system, the demand for BI consultancy is accordingly very high. This means that besides using a BI system in a company, another career opportunity is the field of consulting. In both areas, young professionals are highly sought-after, thus, high salaries are common.

**SAP BI Consultant Certification**

erp4students offers three courses in the field of SAP BI which have to be taken consecutively. Together, these three courses cover the theoretical contents of the SAP-own BI program (consisting of five courses) and, thus, prepare participants for the official SAP BI consultant certification.

- **Introduction to SAP BI**
- **SAP BI – Advanced Business Intelligence**
- **SAP BI – Integrated Business Planning**

The erp4students program is completely compatible with the SAP in-house trainings (cf. chart below). That means, in case you cannot finish the BI program at erp4students during your time at university, you can still take the respective in-house courses that you are missing directly at SAP, and then go for the SAP BI certification. After each one of the erp4students courses, a certificate from the University of Duisburg-Essen is issued that states the practical work on the system, the course’s contents and the workload of 180 hours (according to 6 ECTS).

The certification can be booked directly at SAP Education. The exam takes three hours and is a computer-based multiple choice test, covering the theoretical parts of all three courses. Upon passing the exam, SAP issues the official consultant certificate C_TBW45_70.

Take a look at the chart below to see the course compatibility and the prices.

<table>
<thead>
<tr>
<th>Courses at erp4students</th>
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<tr>
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<td>TBW41 &amp; TBW45</td>
</tr>
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</table>

SAP Consultant Certification Exam: C_TBW45_70
Course: Introduction to SAP BI

The course introduces SAP’s SAP BI for Data Warehousing. As a first step, the theoretical basics of the SAP BI system are introduced. Connected to this theoretical introduction, the acquired knowledge is applied practically to a living SAP system by solving case studies. The case studies are performed in an SAP education system. The used IDES (Internet Demonstration and Evaluation System) represents a fully developed model enterprise. It is based on the standard SAP ERP system and offers the corporate structure and the data basis to accomplish extensive analyses in the SAP BI system.

The course consists of two parts: In the first part, the basic setup of SAP BI is introduced. Following this step, the data- and information structure in the BI system are illustrated and with the help of that, students are asked to independently work on a model scenario. One emphasis in this part is the acquisition and preparation of data for the BI system, for example from SAP source systems. Every chapter offers theoretical knowledge about a certain part of the BI system. The BI objects that are looked upon are then being introduced and illustrated. In addition to that, the acquired knowledge is engrossed by working on case studies.

Thus, students not only gather a profound overview on setup and functionality of the BI system and its integration with the SAP ERP system (or operative systems of third-party providers). They also gain respective practical experience in working with the software.

The priority in the second part of the course is the evaluation of data. In a first step, the basics of compiling reports are introduced as referring to characteristics, key figures and variables. Building upon the data and structures that were generated in the first part, the students now create their own reports and analyses in the BI system. Additional emphasis will be on pre-configured business processes in form of BI Content and the portal- and document integration.

Learning Targets

After the course, students possess profound theoretical knowledge of the SAP BI system, its technical aspects and the setup of the underlying data model, as well as approaches to compile analyses and reports. Course participants, in the end, are capable to orient themselves in an SAP BI system. They will have acquired knowledge and skills in the following areas:

- SAP BI Administration
- SAP BI Data Models and Data Structures
- Acquisition and preparation of data in SAP BI
- SAP BI Business Content
- Optimization of the Query Performance
- SAP BI Reporting
- SAP BI Objects
- SAP BI Query Design
- SAP BI Analyzer
- Exceptions and Requirements
- Enterprise Portal Integration
- Document Integration
- Information Broadcasting
## Course Structure

### Part I: SAP BI - Enterprise Data Warehousing
- Basics
- Objects in the BI-Data-Warehouse-Layer
- Acquisition and Preparation of Data from SAP Source Systems
- Acquisition of Data from other System
- Business Content
- Further Providers
- Administration of Data Targets
- Optimization of the Query-Performance

### Part II: SAP BI Reporting und Query Design
- Introduction into BI Enterprise Reporting
- Navigation in Reports
- Introduction into BEx Query Designer
- Key Figures
- Characteristics
- Variables
- Exceptions und Requirements
- BEx Analyzer und BEx Web Analyzer
- Introduction to Information Broadcasting
- Enterprise-Portal-Integration
- Document Integration
- Report-Report-interface
- Managing Query-Objects
- Business Content
- Further Reporting Tools in SAP BI

## Important Information in Brief
- **Total Workload:**
  - 180 hours corresponding to 6 ECTS
- **Language:** English
- **System requirements:**
  - PC with internet access
  - Microsoft Windows or Mac with a Virtual Machine
  - MS Office (especially MS Excel)
- **Course runtime:** 4 months
- **Course certificate:**
  - Certificate by the University of Duisburg-Essen when all case studies in the SAP BI system are completed successfully during the course
- **Course fee:** 450 €
The theoretical basics gained in the course „Introduction to SAP BI“ are inevitable for this course. They will be addressed to and enhanced by knowledge on data employment, data procurement and data preparation in the SAP BI system, as well as the interface technology of the BI system. In the course run, students again apply the new theoretical knowledge practically to the system. This consolidates the knowledge and helps to acquire important practical skills in working with a BI system.

The case studies are performed in an SAP education system. The used IDES (Internet Demonstration and Evaluation System) represents a fully developed model enterprise. It is based on the standard SAP ERP system and it offers the corporate structure and the data basis to accomplish extensive analyses in the SAP BI system.

The course consists of two parts. In the first part, students are confronted with the general setup of the BI system. Building upon that, data and information structures in the BI system are explained. Students are asked to model these independently. The training scenario is immediately based upon the data structures of the enterprise controlling from the course Introduction to SAP BI and in this course is extended by special aspects of data procurement.

The emphasis of the first part is on the different methods and interfaces for data procurement and data preparation over which data is loaded into the BI system and then again provided by the BI system. The individual chapters elucidate the theoretical fundamentals to the BI objects and interfaces that are looked at and illustrate the gained knowledge in form of case studies which need to be solved practically. Thus, students acquire knowledge of the setup and function of the BI system and its integration with SAP ERP, or with operative systems of third-party providers.

In the second part of the course, the training scenario is extended by additional activity areas of Controlling. Here, students are asked to implement the whole process from data modelling over the defining of data structures up to data loading mostly on their own. The independent work on the system is becoming more and more important. In the second step of part two, students get to know Query-Design and Reporting in SAP BI. Knowledge from the introductory course concerning BEx Query Designer, BEx Analyzer and BEx Broadcaster is extended here. Additionally, students engage extensively with the Web Application Designer and the BEx Report Designer.

The contents of the individual chapters are structured in a way that helps students to get a broad overview over functions of the SAP BI system and internalize its handling.

**Learning Targets**

After the course, students will have gained profound theoretical and methodological knowledge of the SAP BI system and its interfaces to data acquisition by intensive engagement with SAP BI objects and their functions. In the course, the technical aspects of the BI system are approached, the structure of the underlying data model, as well as its modes of operation when customizing analyses, reports and web applications.

The following areas of activity are trained in the course:

- The Modelling Process in SAP BI
- SAP BI Administration
- SAP BI Data Models and Structures
- Procurement, Acquisition and Preparation of Data
- SAP BI Business Content
- SAP BI BEx Reporter
- SAP BI BEx Query Designer and Analyzer
- SAP BI BEx Broadcaster
- SAP BI Web Application Designer

Course: SAP BI - Advanced Business Intelligence
Course Structure

**Part I: SAP BI - Advanced Enterprise Data Warehousing**
- SAP BI Fundamentals
- Data Flow in Data Acquisition
- Data Acquisition with the Service API
- Delta Management
- Data Acquisition with DB Connect
- Data Acquisition with Universal Data Integration
- XML-based Extraction
- Data Transfer with Third-Party-ETL-Tools
- Data Mart Interface

**Part II: SAP BI – Advanced Modelling, Reporting and Query Design**
- Enterprise Data Warehouse Architecture
- Modelling Process
- Master Date for Modelling
- Multi-dimensional Modelling
- Enhanced InfoProvider Modelling
- DataTransfer
- BEx Analyzer
- BEx Report Designer
- BEx Web Application Designer
- BEx Broadcaster: Enhanced Functions

**Important Information in brief**

- **Total Workload:** 180 hours corresponding to 6 ECTS
- **Language:** English
- **System requirements:**
  - PC with internet access
  - Microsoft Windows or Mac with a Virtual Machine
  - MS Office (especially MS Excel)
- **Other requirements:**
  - For participants without knowledge of SAP ERP we urgently suggest the previous or parallel participation in the course „Integrated Business Processes with SAP ERP (TERP10)“
  - For students without knowledge of SAP BI, the prior or parallel participation in the course „Introduction to SAP BI“ is required.
- **Course runtime:** 4 months
- **Course certificate:**
  - Certificate by the University of Duisburg-Essen when all case studies in the SAP BI system are completed successfully during the course
- **Course fee:** 450 €
Course: SAP BI - Integrated Business Planning

The course “SAP BI – Integrated Business Planning” deals with the SAP BI software for Data Warehousing. The theoretical and practical knowledge gained in the courses „Introduction to SAP BI“ and „SAP BI – Advanced Business Intelligence“ is inevitable for this course. Building upon that, possibilities are looked at of developing an integrated business planning based on data from many different source systems. The theoretical contents will then be applied to the system which helps to consolidate to theoretical knowledge in return. 

The case studies are performed in an SAP education system. The used IDES (Internet Demonstration and Evaluation System) represents a fully developed model enterprise. It is based on the standard SAP ERP system and it offers the corporate structure and the data basis to accomplish extensive analyses in the SAP BI system.

The course consists of two parts. The first part gives an overview on planning functions in SAP BI. Based upon that, students compile their own data models by using MultiProviders. They also get to know BI’s planning architecture and, connected to that, planning functions and Plan-Queries. Furthermore, the Lock-Concept of SAP BI is introduced and planning sequences are applied to the system. Eventually, planning applications are defined. Here, the generation of web-based planning applications via the Web Application Designer is introduced, as well as the generation of Excel-based planning applications via BEx Analyzer.

In the second part of the course, specific approaches to data extraction are looked at: Data extraction via the Universal Data Integration Interface, as well as the Exchange Infrastructure. Furthermore, it is shown how data from different sources can be combined in order to capture invisible patterns and connections. To reveal complex and hidden structures, the Analysis Process Designer is used. The results of this process can be updated and be used as the planning starting point.

The contents of the individual chapters are structured in a way that helps students to get a very complex overview of functions of the SAP BI system – specifically planning models and the Analysis Process Designer – and internalize its handling.

Learning Targets

After the course, students will have gained profound theoretical and methodological knowledge of the SAP BI planning elements and their functions. Additionally, students will be able to implement planning within SAP BI, generate the necessary data and unfold complex hidden connections within this data.

The following areas of activity are trained in the course:

- Fundamentals of Integrated Planning with SAP BI
- Planning Architecture and Data Models
- Use of Planning Functions
- Customizing and using Plan-Queries
- Lock-Concept in Integrated Planning
- Customizing and using Excel-based Planning Elements via BEx Analyzer
- Modelling and Planning with MultiProviders
- Use of Planning Sequences
- Characteristic Relationships and Data Slices
- Customizing and Using Web-based Planning Elements via Web Application Designer
- Status- and Tracking System
- Data Extraction via Universal Data Integration
- Data Extraction via Exchange Infrastructure
- Analysis Process Designer
- Transport Management
Course Structure

• Part I: SAP BI – Integrated Planning
  ◦ Basic Concepts and Challenges of Business Planning
  ◦ Building a Data Model and Data Input
  ◦ Fundamentals of Planning Functions
  ◦ Customizing Plan-Queries
  ◦ Lock-Concept for Dynamic Data
  ◦ Customizing and Using Excel-based Planning Elements using BEx Analyzer
  ◦ Advanced Planning Functions
  ◦ Using Planning Sequences
  ◦ Characteristic Relationships and Data Slices
  ◦ Customizing and Using Web-based Planning Elements with the Web Application Designer
  ◦ Status and Tracking System

• Part II: SAP BI – Enhanced Methods of Extraction and Analyses
  ◦ Data Extraction via Universal Data Integration
  ◦ Data Extraction via Exchange Infrastructure
  ◦ Using the Analysis Process Designer
  ◦ Data Mining with SAP BI

Important Information in brief

• Total Workload:
  ◦ 180 hours corresponding to 6 ECTS
• Language: English
• System requirements:
  ◦ PC with internet access
  ◦ Microsoft Windows or Mac with a Virtual Machine
  ◦ MS Office (especially MS Excel)
• Other requirements:
  ◦ For participants without knowledge of SAP ERP we urgently suggest the previous or parallel participation in the course „Integrated Business Processes with SAP ERP (TERP10)“
  ◦ For students without knowledge of SAP BI, the prior or parallel participation in the courses „Introduction to SAP BI“ and „SAP BI - Advanced Business Intelligence“ is required.
• Course runtime: 4 months
• Course certificate:
  ◦ Certificate by the University of Duisburg-Essen when all case studies in the SAP BI system are completed successfully during the course
• Course fee: 450 €
SAP CUSTOMER RELATIONSHIP MANAGEMENT
SAP Customer Relationship Management

Customer Relationship Management has become a crucial part of any successful business. On the one hand CRM means a technological component – a software – that is capable of executing all necessary business processes in the area of marketing, sales and service. On the other hand CRM is becoming a strategy – not to say a philosophy – more and more. It is not only the cheapest price of a product that satisfies a customer. Good marketing and accommodating after-sales service are also very important factors.

SAP CRM is a product that helps managing customer data. It can be customized in a way that every employee of a company has access (only) to the data relevant to him. CRM can also help developing and managing (online-) marketing campaigns: Offers can be personalised for every customer, giving him the feeling that the company really cares about him/her. Additionally, SAP CRM can be used by the complaints department. It can be connected to call-centres, so that employees have access to the relevant data of a customer while talking to him on the phone. Even field workers can make use of a CRM system by accessing relevant customer data via portable devices.

SAP CRM is, obviously, a very powerful tool that is used in many different areas throughout a company. Thus, for those that are keen on entering e.g. the areas marketing and sales, skills in working with SAP CRM are extremely valuable. Additionally, the demand for specialised CRM consultants is becoming higher and higher as well, making this a promising possibility for a future career.

SAP CRM Consultant Certification

In the area of Customer Relationship Management, erp4students offers the course “Introduction to SAP CRM”. This course covers the theoretical contents of the SAP-own CRM courses TCRM10 and TCRM20 (cf. chart below). That means that after only one e-learning course at erp4students, participants are already prepared for the official SAP CRM certification exam. Additionally, students will get to work extensively on a living CRM system.

After successfully completing the course, students are also issued a certificate of the University of Duisburg-Essen. This certificate states the workload of the course, as well as the course contents and practical work on the case studies.

The official SAP certification in SAP CRM called „SAP Certified Application Associate - CRM Fundamentals with SAP CRM 7.0” (C_TCRM20_70) requires the knowledge of this course’s contents, and can afterwards be booked directly at SAP Education.

<table>
<thead>
<tr>
<th>Course at erp4students</th>
<th>Equivalent course at SAP</th>
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<tbody>
<tr>
<td>Introduction to SAP CRM</td>
<td>TCRM10 &amp; TCRM20</td>
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<tr>
<td>SAP Consultant Certification Exam: C_TCRM20_70</td>
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Course: Introduction to SAP CRM

This course covers the topic of Customer Relationship Management (CRM) in general and the use of IT (SAP CRM), which automates, manages and improves the customer relationship management in a company.

The participants will gain in-depth knowledge of the theoretical basics of customer relationship management with SAP CRM and a broad overview of all the functions provided by the software. The course participants learn using SAP CRM and deepen their previously acquired theoretical knowledge by carrying out practical tasks directly in the SAP system. The complete spectrum of the functions of the SAP CRM system is covered with the theoretical basics and practical case studies: Basics, CRM analytics, CRM marketing, CRM sales, CRM services, Web Channel and Partner Channel Management, Interaction Center and WebClient User Interface. The course also covers the functions for customizing the core areas of the SAP CRM system. Furthermore, there is also an introduction into the technical aspects of CRM middleware.

**Learning Targets**

On completing the course, the participants will have a well-founded, theoretical knowledge of the technical aspects for the SAP CRM system, its organizational structure, and integration of a wide range of business processes and functions. They will be able to orient themselves quickly in unknown CRM systems due to the practical case studies which are part of the course.

The following SAP CRM functions are discussed in the course:

- **SAP CRM**
  - Basics
  - Analytics
  - Marketing
  - Web Channel and Partner Channel Management
  - Sales (includes SAP ERP)
  - Interaction Center
  - Services

- **SAP CRM Customizing**
  - Business Partners (includes SAP ERP)
  - Organizational Management (includes SAP ERP)
  - Product Master (includes SAP ERP)
  - Transaction Processing
  - Activity Management
  - Partner Processing
  - Actions
  - Pricing
  - Billing (includes SAP ERP)

- **CRM Middleware**
  - SAP CRM Architecture
  - Data Exchange with SAP ERP
  - SAP CRM Middleware Operations
  - Error Handling, Troubleshooting, and Data Integrity

The course participants learn the practical use of the above mentioned SAP CRM components and their integration in complex business processes by engaging with the theoretical basics, processing integrated business process scenarios and system customizing. Hence, after the course, the participants are able to understand the functions of an SAP CRM system and to familiarize themselves quickly with an unknown SAP CRM system in the future.
Important Information in brief

- Total Workload:
  - 180 hours corresponding to 6 ECTS
- Language: English
- System requirements:
  - PC with internet access
- Other requirements:
  - For participants without knowledge of SAP ERP we urgently suggest the previous or parallel participation in the course “Integrated Business Processes with SAP ERP (TERP10)”
  - Course runtime: 4 months
  - Course certificate
    - Certificate by the University of Duisburg-Essen when all case studies are completed successfully in SAP ERP during the course
  - Course fee (includes the fee for the exam):
    - 700 €

NOTE: You must complete at least the practical parts of teaching units 0 to 3 (of 4) to be permitted for the SAP Exam. Prior to solving these case studies you will not receive the SAP Exam registration data.
About Us

The concept includes the broad experience of the chair of Information Systems for Production and Operations Management (WIP) at the University of Duisburg-Essen: Prof. Dr. Heimo H. Adelsberger, Head of the Chair, is mainly responsible for the courses. Professor Adelsberger has teaching and research experience of more than 25 years in the field of integrated information systems. He was professor for "Computer Science and Industrial Engineering" at Texas A&M University, professor for "Datamatintegreede Informationssystemer" at the Technical University of Denmark in Copenhagen, and for 20 years has been the professor and head of the chair for "Information Systems for Production and Operations Management" at the University of Duisburg-Essen. The Adelsberger chair has been one of the first who used SAP-software in teaching on a regular basis (starting in the mid-nineties); SAP-software related topics have since been the focus of bachelor and master theses. Many previous students work for SAP AG or are consultants in the ERP field today. Additionally, computer supported learning has been the main focus of the research and development work of his chair for the past fifteen years. The focus is on „empirical educational research“, „quality management and standardization of e-learning“, „theoretical and empirical research of blended-learning“, „didactic analysis of e-learning processes“, „competencies research“, and the „research and classification of collaborative learning scenarios for e-learning arrangements.“

The chair of Professor Adelsberger has supported and managed numerous national and international projects focused on e-learning. Amongst them are the following:

- Skills for personnel development: Innovation project for standardization
- European Quality Observatory
- Quality initiative e-learning in Germany (Q.E.D.)
- European Foundation for Quality in eLearning (EFQUEL)
- Knowledge Bridge

The experience and success of Adelsberger’s chair in the e-learning context can be proven specifically by the internet based furthereducationMasterofScience in Information Systems: VAWi (Virtueller Weiterbildungsstudien-gang Wirtschaftsinformatik). This Master degree program was designed and implemented in a joint university project lead by Adelsberger’s chair at Duisburg-Essen: A curriculum was developed initially; innovative and collaborative teaching and learning methods were then selected and tested thoroughly. Finally, VAWi was established 2001 in the regular university program at the Universities Duisburg-Essen and Bamberg as an internet-based further education degree program. VAWi, with currently approx. 500 students, is the most successful, internet-based, university Master degree program in German-speaking countries.

The first „test run“ of an SAP course was held as part of this further education program in the summer semester of 2006 with great success! erp4students has then been developed step-by-step over the following years: in the meantime more than 1,280 students successfully have passed the SAP TERP10 consultant certification exam.
About the Cooperation with SAP University Alliances

The University of Duisburg-Essen works in a close cooperation with SAP University Alliances. Being excited about the idea and the concept, SAP UA named erp4students a pilot project in 2006. Due to the great success and the high demand for SAP e-learning courses, SAP UA has made erp4students its strategic partner in the field of university education. But it is not only the University of Duisburg-Essen and SAP University Alliances who benefit from this cooperation. Prof. Dr. Adelsberger calls the project a “win-win-win-win-win-situation”:

1. For the students, who leave the university being perfectly prepared for the job market.
2. For the chair of “Information Systems for Production and Operations Management”: An exemplary research & development project.
3. For the university: One of the most successful external funds projects aiming at educating “employable” students.
4. For SAP: Educating qualified users and consultants for the programs – especially the new ones.
5. For the national economy: “Human Capital” grows, which has short- and long-term effects.

The cooperation thus proves to be advantageous for many parties. The clear focus, however, is on offering students the best SAP education they can get during their time at a university. Not only are they given the chance to severely increase their career chances by obtaining valuable certificates and precious skills in working with the most prevalent enterprise software. This opportunity is also given to them at special student rates which cannot be found elsewhere.

Contact

In case you have any further questions, or you want to inquire in detail about a course or the project in general, we are very happy to help you. You are welcome to visit our website, send us an email or call us directly – even on the weekend.

Website:  www.erp4students.co.uk
Email:  info@erp4students.co.uk
Phone:  +44 20 / 331 80 428

Project Manager:  Pouyan Khatami, Dipl. Wirt.-Inf.