



Service Definition: SAP Training and Enablement

1. Service Overview

This service provides specialized training, enablement, and change management solutions for public sector organizations utilizing SAP cloud technologies. We focus on ensuring high levels of user adoption and technical self-sufficiency for platforms including S/4HANA, SAP Business Technology Platform (BTP), and SAP RISE. Scube delivers structured learning paths that bridge the gap between legacy systems and modern cloud-native ERP environments.

2. Training Delivery Framework

We utilize a phased approach to enablement that aligns with the SAP Activate methodology and organizational change management principles.

3. Specialist Training Streams

The service is divided into specialized streams to address the needs of different user groups:

- **Functional User Training:** Focusing on S/4HANA business processes and the Fiori user interface.
- **Technical Enablement:** Providing IT staff with skills in BTP development and cloud Basis.
- **Super User Program:** Building internal subject matter experts to provide peer-to-peer support.
- **Change Management:** Addressing the cultural and operational shifts required for cloud adoption.

4. Resource Model and Governance

All training engagements are led by a UK-based Senior Training Consultant cleared to BPSS or SC level as required. Scube employs a hybrid model where strategic curriculum design is handled by senior experts, while technical environment setup and material development are supported by our technical centers. Every project is overseen by a Technical Account Manager who ensures alignment with the buyer's broader digital transformation goals.



5. Onboarding and Offboarding

Onboarding involves the mobilization of the training project team and the establishment of a governance board within ten business days. Offboarding includes the formal handover of all training IP, including editable versions of manuals and recorded sessions. We conduct a final knowledge transfer session to the buyer's internal learning and development team to ensure the sustainability of the program.