

Confirmation of Participation

Thought Leaders

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has participated in the following openSAP thought leaders course:

The Power of Experience Management

Instructor: Bruce Temkin

This thought leaders course was held from October 16 through November 14, 2019. It comprised 2-3 hours of learning effort.

The course covered the following topics:

- What is experience management (XM) and how organizations can use XM to consistently deliver the best experience
- Why XM is important, and what are the competencies required for success

openSAP is SAP's platform for open online courses. It supports you in acquiring knowledge on key topics for success in the SAP ecosystem.

Walldorf, Germany, November 2019

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