

The logo consists of the word "Public." in white, sans-serif font, centered within a solid blue rectangular background.**SAP SE - The Take: The Metaverse Could Alter the Game of Business**

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**The Take: The Metaverse Could Alter the Game of Business****What's News**

For businesses, the metaverse could be the latest technology used to advance and strengthen physical industries.

Until recently, the metaverse - which merges the physical with the virtual - had largely attracted the attention of gamers playing megahits such as Fortnite or Call of Duty. Shopping there has consisted mainly of gamers purchasing virtual clothing and armory for their avatars.

**SAP's Take**

But real-world retailers are viewing the technology as a way to turn Gen Z consumers into new customers.

Luxury retail has been one of the most noted industries to test it out, with Ralph Lauren and Fendi offering up metaverse tours of their brick-and-mortar flagship stores, said Robin Barrett Wilson, SAP executive advisor, fashion and retail strategy.

"It's going to make retail exciting," Wilson said. "Shopping is really about an experience. We would rather pay for an experience than an item. So, it's really not about touching and feeling the product. It's about going into a store to have an experience."

Wilson said she believes the metaverse experience will drive customers to physical stores - which account for more than 70% of retail sales today - to purchase physical items they become interested while shopping in the metaverse.

But the metaverse's biggest impact could be on business, industries and manufacturing.

"It will extend the supply chain," she said, by giving more insight into demand and inventory. It also will be yet another source of customer data to analyze.

SAP CEO Christian Klein on Thursday said that the company's large partners have reached out to collaborate on using the metaverse. They have discussed potential business-to-business (B2B) use, such as learning or commerce, he said.

"I'm sure you'll be hearing more about this in the near term," [Klein told Reuters](#).

SAP has been applying digital twin technology - virtual replicas of existing structures, capital goods and industry processes - to help customers gain insight into and predict real scenarios. SAP has been investigating using blockchain and machine learning to network these virtual structures, and to share data to unlock the power of digital twin technology will have on the physical world.

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**SAP to buy U.S. fintech Taulia; eyes metaverse opportunities**

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STOCKHOLM/BERLIN (Reuters) -SAP said on Thursday it has agreed to buy a majority stake in privately held U.S. fintech firm Taulia as the German business software group seeks to expand its presence in supply-chain financing and working capital management.

SAP, which makes software for managing business processes and gets much of its revenue in recurring form, said it was also looking at opportunities in the 'metaverse' - virtual online worlds where people can work, play and socialize.

"We have big partners reaching out to us asking for partnerships in the metaverse because of a lot of interesting B2B (business-to-business) scenarios - think about learning, commerce and a few other business scenarios," Chief Executive Officer Christian Klein said in an interview.

The metaverse has become the new tech buzzword with companies such as Facebook and Microsoft betting it will be the successor to the mobile internet.

"Soon you will see an announcement about what SAP will do around metaverse," Klein said.

SAP, which confirmed its preliminary fourth-quarter results on Thursday, forecast 2022 cloud revenue of 11.55-11.85 billion euros (\$12.95-13.27 billion), up from 9.42 billion in 2021, as customers shift IT operations to the cloud.

The deal with Taulia could help SAP win more business with customers by providing supply-chain financing.

Taulia works with financial institutions to allow suppliers that use its platform to receive early payments on their delivered goods and services, and the market has significantly increased due to the pandemic disrupting supply chains.

While SAP did not disclose the deal price, Klein said it was less than \$1 billion. Taulia had raised more than \$200 million from the likes of Trinity Ventures, Questmark Partner and Lakestar.

SAP is open to more acquisitions if they fit its portfolio, Klein added.

SAP's former CEO Léo Apotheker is an independent director at Taulia, and the companies have common customers such as Airbus, Nissan and AstraZeneca.

(\$1 = 0.8916 euros)

(Reporting by Supantha Mukherjee in Stockholm and Nadine Schimroszik in Berlin; Editing by Sherry Jacob-Phillips and Mark Potter)

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## **SAP SE - Five Things to Look Forward to at SuccessConnect 2021 Virtual Event**

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### Five Things to Look Forward to at SuccessConnect 2021 Virtual Event

We are all employees. And even in HR, where it's our job to shape the employee experience, we know the day-to-day struggles and rewards, the tasks and to-dos, and the desire to constantly learn, grow, and improve.

As HR leaders, our goal is to rethink and reinvent HR - to fundamentally change the work experience for every employee so that as our businesses grow and change, we can remain focused on those essential human elements. This means redirecting our focus from what the business needs employees to do, to what employees need to do their best - whether they're remote, hybrid, deskless, or contingent workers.

At [SuccessConnect 2021](#), we're coming together to discuss what work looks like today, what it will look like tomorrow, and what employees need now and going forward. Attendees can learn how human experience management (HXM) solutions from SAP can help organizations attract the best talent, develop a future-ready workforce through continuous learning, manage and pay their teams with confidence, and innovate faster in the cloud to remain agile and resilient.

Whether you are new to SAP SuccessFactors solutions or a longtime customer, here's what you can expect at this year's SuccessConnect virtual event on October 13.

#### 1. Get inspired by Adam Grant

This year, Adam Grant - organizational psychologist at The Wharton School of Business, best-selling author, and host of WorkLife, a TED original podcast - challenges us to rethink and unlearn as we change work for good. His conversation with [Jill Popelka](#), president of SAP SuccessFactors, is a must-listen for anyone looking to create a culture of learning and exploration, a culture where everyone feels empowered to address even the biggest of challenges in new and creative ways, and a culture where the risk of burnout is minimized so that everyone can focus and flourish.

#### 2. See HXM in action

[Amy Wilson](#), senior vice president of Products and Design at SAP SuccessFactors, returns for a highly anticipated HXM product strategy and vision segment as part of the SuccessConnect keynote. Benefit from an in-depth look at one of our latest innovations, the SAP SuccessFactors Opportunity Marketplace solution, and learn how intuitive it is for people to discover recommendations for opportunities that empower them to develop and grow. Gain insight into our vision and, specifically, the way we intend to support employees to learn and better connect, align, and perform in dynamic teams, while at the same time providing organizations with actionable insights into team health. Discover how these solutions help people accelerate their career development and thrive in an agile work environment.

#### 3. Learn best practices from SAP SuccessFactors customers

Hear from your peers about practical tips for optimizing your talent acquisition strategy, migrating from the SAP ERP Human Capital Management solution to SAP SuccessFactors solutions to take full advantage of the cloud, elevating the skills of your workforce with agile learning, and so much more. HR leaders from companies such as Whirlpool Corporation, Fender Musical Instruments Corporation, Corning Inc., Unifor S.A. de C.V., Etihad Airways, Vodafone Group PLC, Telefónica, and many others will inspire you to think and act differently to help ensure your employees are happier and your business performs better. Plus, engage in live Q&A with each of our customer speakers.

#### 4. Explore road-map sessions and see what's coming

Get a front-row seat at our live product road-map sessions to hear what's new and what's coming with solutions such as SAP SuccessFactors Recruiting, SAP SuccessFactors Onboarding, SAP SuccessFactors Employee Central, and SAP SuccessFactors Employee Central Payroll; the technology foundation that supports SAP SuccessFactors HXM Suite; and more. Product experts will answer your questions live after their presentations. Given our comprehensive SAP SuccessFactors HXM Suite, we also plan to release on-demand road-map videos before the event, so you can watch them anytime, from anywhere, including road-map videos for SAP SuccessFactors Succession & Development, SAP SuccessFactors Compensation, and SAP SuccessFactors Work Zone solutions; Employee Experience Management solutions from SAP and Qualtrics; the SAP SuccessFactors People Analytics solution; and more.

#### 5. Experience hands-on lab sessions\*

There is no better way to enhance your learning experience than with hands-on lab sessions. Discover how to configure and use our products and get your questions answered in real time. Topics include creating and maintaining look-up tables for advanced business rules for hiring, optimizing engagement with the new reimagined user experience in continuous performance management, running payroll processes with payroll control center functionality, exploring capabilities recently delivered in the SAP SuccessFactors Employee Central solution, and exploring the new reimagined home page.

[Register now for the SuccessConnect 2021 virtual event](#) on October 13. If you've already registered for the event, you can [log in to the SuccessConnect Virtual Event](#) to view session details and create your personal agenda.

Lara Albert is vice president of Solution Marketing for SAP SuccessFactors.

\*Registration for hands-on lab sessions is required as space is limited to 300 attendees, which allows our trainers time to answer questions and helps ensure attendees are properly set up.

Tags: [HR](#), [HXM](#), [SAP SuccessFactors](#), [SuccessConnect](#)

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## **SAP-Empowering Equity in Education with Virtual Reality and Immersive Learning**

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The pandemic has dramatically disrupted traditional learning.

While that disruption has widened gaps in access to education that existed along racial, ethnic, and socioeconomic lines, it has also accelerated advances in innovation that could help close those gaps.

More than a year after schools and training providers pivoted to remote learning, two trends have emerged. First, finding innovative ways to teach and learn is here to stay. Second, many educators who have gained a new appreciation for how technology can help students learn will forever be on the lookout for technical tools that support unique approaches to education. These tools will create pathways to new educational and career opportunities with students from under-resourced communities.

JFFLabs is the innovative unit of JFF, a national nonprofit that drives transformation in the American workforce and education systems. Kristina Francis, executive director of JFFLabs, believes that immersive learning currently represents one of the most promising options for changing traditional approaches to education and closing achievement gaps.

Together, JFFLabs and SAP are piloting an effort to introduce immersive learning to classrooms across the country.

'This time in history requires expanded access and new entry points for learning, education experiences, and innovation,' Francis said. 'It requires corporations and school districts to partner to put resources and technology in the hands of our most marginalized and disadvantaged learners and, frankly, future leaders and innovators.'

### **A Need for 'New Entry Points'**

The program is called the Skill Immersion Lab. SAP and JFFLabs have rolled it out at three sites working with high school-aged learners: a high school in Queens, New York; a community center in St. Paul, Minnesota; and a workforce development center serving a rural area of Louisiana, which offers instruction to young people ages 16-24 who are unemployed and not in school.

The importance of finding new ways to engage and motivate students became clear during the pandemic. A June 2020 McKinsey report, citing data from Curriculum Associates, revealed that student engagement rates at schools that serve low-income populations lagged behind those serving high-income students. The data suggested that 60% of students from low-income families were regularly logging on to online instruction, compared to 90% of high-income students.

Students in the Skill Immersion Lab program are engaging in immersive experiences using desktop and virtual reality (VR) platforms to strengthen human skills, also called employability or 'soft' skills, such as effective communication and leadership capabilities. The four-to-six-week courses feature curriculum from Talespin, a developer of a VR platform that learners can use to take part in interactive role-playing exercises, allowing them to practice interpersonal skills in virtual settings.

Research has shown that immersive technology is a powerful educational tool. According to PwC, people who are taught using virtual reality tech are 3.75 times more emotionally connected to the content, four times more focused than their e-learning peers, and 275% more confident about applying the skills they learn after training. It's also possible to train people more quickly and cost-effectively using VR.

Educators at the Skill Immersion Lab sites, who have been working with learners in their communities for years, say they welcome the opportunity to offer immersive learning experiences with students.

'A gap that we notice as mentors is the need for students to apply the skills they learn from seminar sessions into a real-world setting,' said a career readiness advisor at the Queens site. 'Students learn a lot about the

'what' to communicate in a professional environment, but getting students to learn the 'how' and 'why' as they maneuver through multilevel relationships in the workplace is crucial to ensuring that they are prepared for the many types of communication scenarios they would experience in the workforce. Allowing students to engage in virtual reality experiences early on gives them a head start into building awareness through verbal and non-verbal communication, not only for themselves but also for others.'

The Skill Immersion Lab is also a critical opportunity to listen to learners who bring important lessons and skills from past experiences. Their feedback and engagement will push the program to be more relevant and effective for their own education and career goals.

#### An Effective Tool for Tough Topics

'It's all about giving learners access to technology that is proven to be an effective teaching tool for tough topics,' says Katie Booth, who leads the SAP Corporate Social Responsibility team in North America. 'We want to give them the language to think about things differently - and understand that they have a place within any environment, whether it's a corporate setting or a community one. These deep communication skills will help them succeed.'

The Skill Immersion Lab holds significant promise, particularly with young learners located outside of wealthy, suburban, or urban areas. Young people are receiving early access to some of the most innovative and effective immersive learning tools on the market, and they're using those tools to advance their communication skills and further the pursuit of their education and career goals.

As chief customer innovation officer for SAP North America, I've seen firsthand how innovative technology can help transform our customers' businesses. The potential impact of this initiative is tremendous. Not only can it help educators build a deeper understanding of how new technology can empower young people, it can teach young learners some of the most important skills they need to succeed in life - and not just young learners in well-to-do communities, but any student, anywhere in the country.

It's possible. As one of the nation's first programs focused squarely on immersive learning experiences for this age group, the Skill Immersion Lab is paving the way.

Stephanie Nashawaty is chief customer innovation officer at SAP North America.

This article originally appeared on SAP BrandVoice on Forbes.

[Editorial queries for this story should be sent to [newswire@enpublishing.co.uk](mailto:newswire@enpublishing.co.uk)]

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#### Search Summary

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