

**SAP Solution Brief**

SAP Education

SAP User Experience Management by Knoa

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Objectives

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Solution

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Benefits

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Quick Facts



**Improve Business Results  
by Boosting User Efficiency**



The Best-Run Businesses Run SAP®

**Collect the data you need to improve the user experience**

# Collect the data you need to improve the user experience

Aligning people, processes, and technology with strategic business initiatives is a goal every organization aims to achieve. But how do you enable your organization to create a highly engaged workforce and realize the monetary benefits that come from providing an **enriched end-user experience**? The answer: focus on your company's most strategic asset – human capital.

Although it takes efficient systems and services to support a global enterprise, your people are essential to achieving success. By understanding how your employees interact with their core business applications to perform daily tasks, you'll be able to gain valuable performance insights that make it easier to identify and replicate best practices across the workforce.

The SAP® User Experience Management application by Knoa helps you collect the

facts you need to better evaluate how people work and to help them reach the next level of business execution excellence.

Evaluating users' interactions with their business applications can help you detect process inefficiencies, potential compliance violations, and other value leaks, so you can take steps to make process improvements. By tracking user practices before and after process improvement projects, the impact of HR, training, efficiency, and collaboration efforts can be measured with far greater accuracy.



# Gain actionable insights from user performance

## Gain actionable insights from user performance

Automate the collection of productivity metrics

Use insights from metrics to improve performance

Address enterprise solution performance in all stages of the lifecycle

Evaluate user experiences across multiple SAP solutions

SAP User Experience Management (SAP UEM) accurately measures how each individual works with your SAP solutions. It then consolidates and sorts the information based on the user's functional role, location, or other custom attributes. Comprehensive reports and alerts, including business intelligence drawn from SAP BusinessObjects™ business intelligence solutions, give you the actionable insight into user performance that can help answer these questions:

- Which applications are being used efficiently?
- Am I losing money due to productivity loss?
- How can I increase adoption?

- When will I see the ROI expected from my enterprise investment?
- How can I acquire the concrete facts I need to identify problems and take corrective action?

With no impact to end users, you can find out which transactions and application screens they use, how long they spend on each, the errors they encounter, and how they sequence their tasks. By applying business intelligence to this information, SAP UEM helps you gain fundamental problem-solving insights as well as high-level executive insights.



Help your business get the most from its software investment by helping users get the most from their software interactions.



# Automate the collection of productivity metrics

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Use insights from metrics to improve performance

Address enterprise solution performance in all stages of the lifecycle

Evaluate user experiences across multiple SAP solutions

SAP UEM provides metrics that enable you to see if a business user's actual experience is pleasant and productive. This can help you determine if:

- Business users are executing transactions effectively
- You should start using SAP Fiori® user experience or SAP Screen Personas software
- Users are following the steps prescribed by best practices and making the most of the SAP solution in their day-to-day execution of critical business processes

The application comes functionally ready to capture the real user experience directly from the end-user's environment. This readiness:

- Eliminates the need for scripting or coding
- Simplifies application installation
- Makes the application scalable without the need for costly software changes

SAP UEM automatically discovers all transactions, standard or custom, that your users access across the SAP solution landscape. It then tracks actions they take when executing each transaction, along with any performance issues they experience – or create – along the way.

SAP UEM aggregates the input and helps you analyze it. You can also generate informative reports for various work streams within your organization, including:

- Line of business
- Help desk or user support
- Application support and development
- Change management



# Use insights from metrics to improve performance

Gain actionable insights from user performance

Automate the collection of productivity metrics

**Use insights from metrics to improve performance**

Address enterprise solution performance in all stages of the lifecycle

Evaluate user experiences across multiple SAP solutions

With the metrics that SAP UEM provides, you can identify training opportunities as well as operational adjustments you can make to improve performance and fine-tune business processes. You can see what's necessary to ensure that employees are delivering the highest value possible from your SAP solutions. And SAP UEM is fully

compatible with global privacy regulations through product configuration that can be applied during implementation.

In short, SAP UEM brings you the knowledge you need to optimize the performance of both elements of your SAP solution: the SAP software itself and the people who use it.



SAP UEM moves you a long way on the path toward excellence in business execution – every process, every time.



# Address enterprise solution performance in all stages of the lifecycle

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Use insights from metrics to improve performance

## Address enterprise solution performance in all stages of the lifecycle

Evaluate user experiences across multiple SAP solutions

At any given time, the typical IT landscape based on SAP software has solutions in each of the various stages of their lifecycles. SAP UEM provides specific insights and benefits for each of these stages.

For **new implementations**, SAP UEM helps you measure user effectiveness, quality assurance, training progress, and users' skills in executing new transactions while the solution is still in preproduction. This helps ensure that each transaction is ready for users when the solution goes live, minimizing adoption issues and maximizing acceptance.

For solution **upgrades**, insight into the functionality your user community is actually using in the current production environment can greatly simplify the upgrade planning

process. You can identify issues based on prior performance assessments and execute corrective measures while bringing the upgraded application into production.

For organizations in **run mode**, the primary goal is to reduce employee service costs while sustaining or, even better, improving productivity. SAP UEM gives training, IT, sustainment, and other support teams the information necessary to take steps toward ensuring that users meet current training and business execution requirements. This lowers your risk of performance degradation in complex transactions, even when the makeup of your workforce undergoes rapid change.



# Evaluate user experiences across multiple SAP solutions

Gain actionable insights from user performance

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Address enterprise solution performance in all stages of the lifecycle

**Evaluate user experiences across multiple SAP solutions**

In order to provide you with maximum benefits, SAP UEM is available for multiple SAP solutions.

SAP UEM can monitor how users interact with core enterprise resource planning (ERP) solutions as well as other SAP solutions accessed through front-end interfaces,

including the SAP GUI interface, the Web GUI, the SAP Enterprise Portal component, and SAP NetWeaver® Business Client software. It can also monitor interactions with the SAP Customer Relationship Management application and SAP BusinessObjects business intelligence solutions.



Outclassing traditional, time-consuming tools for collecting business execution metrics, SAP UEM aggregates the input and helps you analyze it.



# Achieve benefits across teams and organizations

## Achieve benefits across teams and organizations

Tally the business benefits

SAP UEM gives teams across your business the information they need to target the right areas for performance improvement:

- Application support teams have global error-tracking mechanisms to help them understand the impact of software and system issues and proactively avert threats to efficiency.
- Application performance teams have comprehensive metrics of actual end-user response times for all user transactions, so they can quickly address reports of slow processing.
- Help desk personnel have immediate visibility into user interaction with a solution before, during, and after each transaction, so they can easily resolve issues with minimal business disruption.

- Training organizations can pinpoint specific solution areas – and even specific users – that can benefit most from additional education.
- Business and process analysts can spot cumbersome workflows and other subpar operations that affect user satisfaction and efficiency.

And your executive team stands to benefit as well. With SAP UEM, the CIO has the comprehensive insight into application usage and performance that underpins intelligent decisions about where to deploy IT resources. Line-of-business executives have actionable information to drive the highest possible levels of adoption and the best possible use of SAP solutions, whether new, maturing, or mature.



Achieve benefits across teams and organizations

### **Tally the business benefits**

## Tally the business benefits

SAP UEM can help businesses:

- Increase user productivity and simplify processes
- Reduce the number of IT support issues by identifying root causes through the evaluation of user actions before, during, and after a performance event
- Gain a clearer picture of employee compliance in critical business processes through a fully automated audit trail
- Ensure that any future investment in improving the user experience is justified based on actual user data

Various SAP customers have reported compelling results with SAP UEM, including reductions up to 50% in end-user errors and up to 20% in user support calls, support call elapsed times, and training costs. And whatever your specific results, the knowledge you gain from SAP UEM can help your business improve efficiency, visibility, and control over user performance – ultimately driving greater value more rapidly from your investment in SAP solutions.



With specific metrics on user interactions, SAP UEM helps you pinpoint training needs and ways to improve efficiency and encourage adoption.





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## Objectives

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### Summary

The SAP® User Experience Management application by Knoa offers insight into how employees interact with the enterprise solutions, so organizations can identify complexities within key business functions and create road maps to help users become more productive.

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### Objectives

- Maximize adoption and effective use of SAP solutions, so you can execute on your business strategy
- Separate real problems from subjective opinions and make data-driven decisions
- Improve the user's experience with SAP software
- Target the right business process for migration to the SAP Fiori® user experience
- Automate functionality to improve services and reduce support costs
- Boost user proficiency by developing targeted training plans

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## Solution

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## Benefits

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## Quick Facts

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### Solution

- Comprehensive workflow showing users' actual work patterns
  - Contextual information for user-specific insights
  - User segmentation to pinpoint top and bottom performers within a group
  - Automatic communications to only those users affected by a change
  - Real-time alerts to uncover issues before they impact the business
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### Benefits

- Maximize ROI
  - Achieve excellence in business process execution
  - Reduce training costs
  - Create executive-level insight into solution adoption
  - Promote policy compliance
  - Minimize business disruption
  - Improve user productivity and satisfaction
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### Learn more

Call your representative from the SAP Education organization, or visit us on the Web at [www.sap.com/uem-by-knoa](http://www.sap.com/uem-by-knoa).



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