SAP Business Transformation Study | Utilities | Salt River Project

How Did a Phoenix Power Utility Boost User Experience and Adoption of Its Enterprise Applications?

Salt River Project (SRP) provides water and electricity in the greater Phoenix metropolitan area of Arizona. In 2016 SRP set out to improve users' software experience across the organization. However, the team had no easy way to gain insight into its employees' experiences with their SAP® applications.

The SAP User Experience Management (SAP UEM) application by Knoa provides full visibility into user behavior and employee engagement with enterprise applications. SAP UEM enabled SRP to discover application challenges and pinpoint inefficiencies. The application helped it identify screens that would benefit from proofs of concept for the SAP Fiori® user experience and SAPU15. SAP UEM also helped SRP assess the impact of migrating its software to the SAP HANA® platform. Being able to estimate system impact and improve the user experience, SRP increased user adoption and the value of its investment in SAP software.

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"We are now able to resolve each usability issue in the most appropriate way – through increased training, business process modification, or development of an SAP Fiori app."

Gibbons Saint Paul, SAP Functional Solution Architect, Salt River Project

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Improving the Employee User Experience with SAP® Solutions

Salt River Project (SRP)
Tempe, AZ
www.srpnet.com

Industry
Utilities

Products and Services
Electricity and water – generation, transmission, and distribution services, as well as metering and billing services

Employees
5,186

Revenue
US$3 billion

SAP® Solutions
SAP® User Experience Management (SAP UEM) application by Knoa

Arizona power and water utilities company Salt River Project uses SAP UEM to improve the employee experience with its SAP applications. Now user analytics are helping to ensure that employees are adopting and using the SAP software correctly.

Before: Challenges and Opportunities
- Gain visibility into SRP employees' interactions with SAP software to improve the user experience company-wide
- Gauge employee engagement with enterprise applications

Why SAP
- Extensive user analytics that provide full visibility into employee interactions with applications
- Transparency over every aspect of application use and workflows, helping to protect and maximize investments in SAP applications and upgrades
- Analysis of all user activities, providing insight into which business transactions have the most user activity, highest error rates, and longest response times

After: Value-Driven Results
- Identified the challenges applications pose and significantly reduced inefficiencies
- Identified screens that would benefit from proofs of concept for the SAP Fiori® user experience and SAPUI5
- Improved workflow by eliminating the need for employees to remember process steps to recreate system issues
- Enabled resolution of usability issues through training, business process modification, or a new application screen
- Gained means to confirm that employees are adopting the applications and using them correctly

"Until now, our system-support users had no way of knowing exactly how employees interact with SAP software. Now, with SAP UEM, our support teams are better equipped to identify and resolve issues rapidly and help improve the user experience."

Gibbons Saint Paul, SAP Functional Solution Architect, Salt River Project

Better
User adoption of software

Full
Visibility into user-software interactions

Higher
Issue resolution

Watch the video to see how SRP uses SAP UEM to improve user adoption and experience.

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