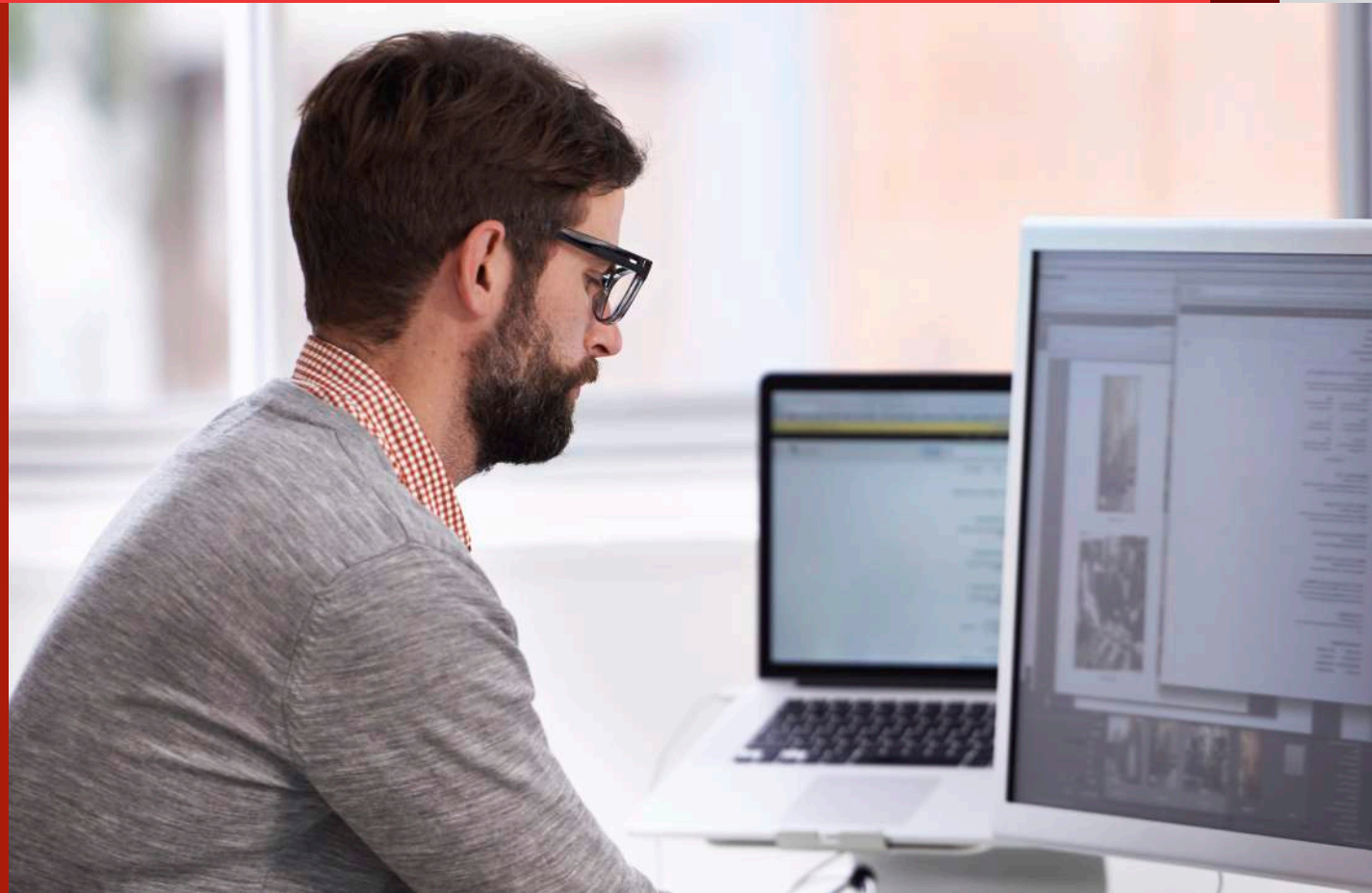


Embrace These 5 Behavior Modifications

To Make Your **SAP FIORI®** Implementation a Success



Know what works. KNOA® Software

Ensure a successful Fiori Migration and measure Fiori adoption with real end-user data

Considering modifying your existing legacy SAP systems? Your employees' willingness to adopt new ways of working is a critical success factor.

Before you start down the path of a major IT transformation project, take time to really understand how 'users' (aka your employees) are utilizing your current systems and where there are opportunities to improve both technology and processes to make their work easier.

Armed with knowledge about how your employees actually complete their tasks, you can be more confident and decisive about what changes need to be made and the order in which they should be deployed.

Increasing new technology adoption with enterprise software applications such as FIORI, SAP's new UX offering, can be a huge win. FIORI offers streamlined screens, an intuitive navigation, and a consumer-grade UI that can make business workflows more efficient and deliver a vastly improved user experience. Simplifying and de-cluttering what users see and how they interact with each screen can dramatically improve productivity, not to mention employee satisfaction.

Modifying legacy systems with user-friendly applications may be the key to unlocking a more productive workforce and increasing technology adoption; but to do so you may also need to modify some management and user behaviors.

Where to begin? Gaining true visibility into the day-to-day experiences and challenges of your users is a monumental first move. Real-time user analytics can help you "see" every employees' technology interactions, refine processes, eliminate redundant tasks, and find new ways to optimize your workforce.

To leave your legacy habits behind, please read on.



“A nice user interface is no longer a nice to have, it is an expectation.”

Geoff Scott, CEO, ASUG

Behavior Modification #1: Embrace Your Users

When embarking on a FIORI migration, your users (employees) must be top of mind. For example, do your current user definitions show a complete picture of individual employees and what they do, or are they tied to a simplified description of their roles and functional areas? Do you only know which users complain the most, open the most helpdesk tickets, or outwardly express their dissatisfaction?

For real insights into how people get their work done that might otherwise go unseen, add a layer of user analytics to provide a detailed look into the complexity of daily tasks, show how many times a workflow is interrupted, or pinpoint how often screens get hung up and leave a user waiting.

Once you more fully understand their behavior (and frustrations) you can identify and remove unnecessary process steps in your legacy environment, eliminate pointless prompts that slow productivity, and ultimately improve your employee's everyday work experience.

KNOA® Software aims to quiet all the 'noise' by providing executive decision makers with real data to help them understand the step-by-step daily interactions their employees take to do their work. What makes them more—or less—productive? And what complexities do they routinely run into when trying to complete a 'simple' task? By marrying detailed real-time usage data with the processes that employees are expected to follow, KNOA provides a complete picture of actual user experience—not what the training manual says it should be. And from there, improvements can be explored.

If your business process is complex, please read on.



“UX is crucial as it drives adoption, enables productivity, and helps reinforce brand experience.”

Ray Wang – Constellation Research



Behavior Modification #2: Embrace Simplicity

Users perform tasks. Not one long task... but a series of shorter tasks and transactions that take them from initiation to completion of their duties.

Through people-centered design processes, SAP Fiori simplifies the experience of completing these tasks by providing a collection of streamlined applications—each of which are designed to do one thing well for a well-defined audience. When combined, these simple apps form a process that is responsive, intuitive and a delight to use.

But how do managers know which tasks should be moved to Fiori first? Usage data generated by KNOA® Software, together with employee insights, can help your Fiori implementation team determine which tasks can and should be simplified, and for maximum results, in what order.

With KNOA's real-time reporting, you'll quickly see what's working, what's not, and how interrelated tasks can be streamlined or reordered to reduce completion times significantly. Fewer, more logical tasks lead to a noticeably simplified user interface. And 'simpler' simply works better.

Are smartphones used in your workplace? If so, please read on.



What does simplicity achieve?

- » *Increased employee productivity*
 - » *Improved employee engagement & motivation*
- » *Expedited execution of business processes to realize value faster*
 - » *Higher end-user satisfaction (increased by as much as 85%¹)*

Behavior Modification #3:

Embrace a More Mobile Workplace

FIORI can support all end-users regardless of their preferred device. But that doesn't mean all devices are equally suitable for certain tasks.

Power users who regularly work on complex tasks may be best served by a desktop environment. On the other hand, casual users, who routinely complete more common tasks such as workflow approvals and information lookups, might be better off with a mobile solution.

Actual usage statistics from an array of employees can help businesses better understand and serve the different types of users in their organization. Knowing who your casual users are versus your power users you can map out a plan for each group when thinking about migration to Fiori. This approach will ultimately accelerate adoption and usage in the new environment because the right people will be using the new technology. And since FIORI is built with multiple roles and devices in mind, individual users can switch back and forth between mobile and desktop as their needs—or assigned tasks—change.

KNOA® Software can distinguish the power users from the casual users and—with users in mind—help IT managers provide the right applications on the right devices at the right time.

If you're not afraid of change, please read on.



**Are you ready
for BYOD?**

Today's workplaces are more mobile than ever. The global mobile workforce grew from one billion in 2010 to 1.3 billion in 2015.²



Behavior Modification #4:

Embrace The Knife

Step back from your current workflows and observe how tasks are actually completed. Notice how many clicks, screen scrolls, or fields are required. You may be inclined to start your IT transformation by tackling the workflows with a high degree of complexity but you'll likely uncover hidden inefficiencies in even the most common activities.

KNOA® helps SAP users sharpen their knives and cut out what's not necessary. Like clunky user interfaces, process complexity, and massive customizations. When you see how employees really work it's easier to eliminate wasteful steps that no longer serve a purpose, rather than keep them just because they're 'legacy'.

Employees will be quick to adopt a new user interface when they can see that you're eliminating processes and steps that just don't work anyway.

If you've ever been interrupted, please read on.



“SAP FIORI offers a beautiful, role-based, integrated user experience with modern usability based on mobile-first principle.”

Thiagu Bala, Deloitte

Behavior Modification #5:

Embrace Interruptions

Workflow interruptions can be the source of inspiration. They can help pinpoint areas for improvement and optimization.

- » Why is the work interrupted?
- » How long is the work interrupted?
- » How can interruptions be minimized or, better yet, eliminated?

Real-time visibility into typical workflow interruptions will help you make smart and creative decisions as you build your own FIORI applications.

Once you roll out a new process, keep listening for user grumblings either through helpdesk tickets, complaints to management, or slowed productivity. KNOA® Software provides real user activity data that can be used to verify areas that still need your attention and where you still need to refine process redesign. Identifying and ranking the severity of interruptions will increase adoption of your new systems.

Just imagine if you could reduce the duration of a single transaction by 50% and the number of clicks in one transaction from 47 to 11! Users would most definitely appreciate it!



Bottlenecks are not interruptions:

End-user issues slow productivity and create bottlenecks. Reducing end-user errors improves productivity, reduces help-desk calls and support response times, and lowers training costs.

“Our customers understand that their people are among their most valuable assets and are dedicated to optimizing their performance. They view KNOA as a key resource to help ensure successful rollouts of new and exciting solutions such as SAP FIORI.”

Elliot Bricker, Vice President of Products, KNOA Software

KNOA® Software, a leading provider of user experience and performance management software, arms organizations with unique insight into employee behavior and experience when interacting with complex SAP applications. KNOA's front-end monitoring tool provides data to help plan and deploy SAP FIORI® applications. For customers already using SAP FIORI, KNOA User Experience Management (UEM) will complement its adoption, efficiency, and real-time responsiveness by providing insights into user behavior including:

- » User navigation and response times
- » Application adoption and utilization
- » Detailed screen-level usage statistics
- » User workflows
- » The world's most well known brands

KNOA UEM has helped hundreds of brands make impactful, fact-based decisions that enrich and maximize experience for over a million end-users. KNOA delivers key UX insight into application and user performance from the employee's desktop perspective to help clients increase user adoption, improve productivity, decrease user errors and reduce costs. KNOA's data-driven intelligence helps organizations determine where to allocate budget to support enterprise applications.

Consider KNOA UEM if you have an interest in:

- » Evaluating and assessing your current state
- » Prioritizing and planning before transitioning parts of the business process over to FIORI
- » Measuring performance on the new FIORI applications, post-deployment
- » Optimizing new applications over time and executing the next set of app deployment



For more information or to schedule a KNOA UEM demo:

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**To learn more,
visit www.knoa.com/fiori**

Sources: 1- KNOA, 1- IDC, 3- SAP