

Improving the User Experience, One Click at a Time

How Johns Manville leverages SAP User Experience Management by Knoa to improve its users' experience and help business operations run better

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Jesse Bernal
Senior Service Delivery
Manager, Johns Manville

For more than 155 years, Johns Manville has focused on developing materials to make diverse environments stronger, more durable, and more energy efficient and comfortable. A Berkshire Hathaway company, Johns Manville is based in Denver, CO and has annual sales of approximately \$2.5 billion. The company employs approximately 7,000 people and operates 45 manufacturing facilities in North America, Europe and China.



Since 2008 when it deployed SAP, Johns Manville has continued to improve the use of the enterprise platform throughout the organization. Johns Manville employs an array of modules from financial accounting and materials management to sales and distribution. Education and training have always been at the core of Johns Manville's SAP roll-out and upgrades. Jesse Bernal, Senior Service Delivery Manager, along with his IT Service Delivery team, have implemented various processes and technologies to pinpoint the root cause of technical support requests resulting from system errors.

The result is a multi-faceted dashboard that enables Johns Manville to identify key areas of support, determine who needs training, validate performance issues and opportunities for improvement, and garner visibility into how SAP can be continuously optimized across all business disciplines.

A service desk that listens

"Every technology deployment has its share of complexity and challenges ranging from user adoption and training to issues related to applications, servers, networks, configuration and workflow," said Bernal. "We wanted the capability to identify why problems were occurring in order to determine how to resolve them."



Rather than relying on information collected from support requests that can lack key details, Johns Manville uses SAP UEM to identify employees who need training based on their actual interactions with the system.

Instead of the symptom, Bernal focuses on the cause, thanks to the SAP User Experience Management application by Knoa (SAP UEM), which is transparent to users and monitors all of the transactional functions performed in the SAP system.

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This is powerful because it allows Bernal and his team to identify which employees need to be trained based on their interaction with the system, not the information culled from support requests that often omit key details from the user. For example, through the system, Bernal discovered that nine users in one site location logged a high number of errors representing 65 percent of service inquiries. Having the capability to examine what the user was experiencing allowed IT Service Delivery and SAP business analysts to take corrective action, remedying the issue via training.

By visualizing the types of errors at the root cause, Johns Manville can easily determine which users, groups, departments, or site locations need training or a technical fix. For example, one user accounted for 261 of 892 errors. It was determined that this person did not have the appropriate authentication credentials to process orders, resulting in recurring errors.

“Most service desks cannot determine the root cause of errors without having the intelligence of the transactional data within the context of the task being performed,” said Bernal. “Knoa has given us visibility into SAP and allows us to not only make adjustments to the system but also implement training to users. This has improved end user productivity and system utilization.”

Taking this one step further, SAP UEM is integrated into Johns Manville’s help desk system, automatically logging and generating trouble-tickets when SAP errors occur on a user’s desktop. So even if an employee does not report a technical issue, SAP UEM can flag the error, create an alert, and notify the service excellence team.

Powerful dashboard

With thousands of users running business-critical operations on SAP, Johns Manville’s service desk must continuously learn from the feedback it receives, not only from users but the system itself.

“We have a heat map that provides real-time analytics of errors within our SAP environment,” added Bernal. “The information collected can be sliced and diced across business processes, functions, site locations, users, and environmental IT conditions related to servers and network infrastructure.”

During the initial phase of the SAP deployment, there was a high volume of service and support requests per day. This volume has since been dramatically reduced. For example, following the rollout of software enhancements each February, Johns Manville would see a spike in service desk inquiries. With SAP

UEM, experienced functional and technical staff can proactively assess user errors and workflow, and tie them to real-time analytics. This helps expedite fixes and enables Johns Manville to implement training programs to keep users fully operational.

A significant return on investment

Overall, Johns Manville is experiencing a strong return from its service desk, powered by SAP UEM. The IT Service Delivery team and SAP business analysts can pinpoint exactly where educational resources at Johns Manville should be focused, reducing time spent on unnecessary training. Understanding how the system is being used provides insight into where resources need to be deployed.

Johns Manville has significantly reduced call volumes and mean time to resolution, all while prioritizing remediation of user errors based on how they are impacting key business functions. Through SAP UEM, it has more visibility into how employees are interfacing with its SAP environment, which is helping to continuously improve business operations worldwide.