

SAP User Experience Management by Knoa

LoB Use Cases





Data Driven Approach

Pricing

Purchasing

Logistics

Transfer of Goods

Cash Collection

Security Management

Financial Accounting

Pricing

Business Challenge

- Understand and validate when manual pricing is being used
- Understand when pricing conditions are causing issue with sales orders resulting in processing delays

Business Impact

- Manual pricing and non-standard processes can cost a company on average \$10.00 a line item per sales order.
- Pricing conditions that are not correct on average stop 3 sales orders a day with 1 to 2 days for remediation.
- Sales and time lost from customer service can average 2 hours per day—time that can be spent in order fulfillment

Sample Cost Savings

- SAP UEM customer saved \$150,000 per quarter by reducing manual and non-standard pricing transactions

Customer Success Story

The Kellogg's logo is written in its signature red, cursive script font.

- Assure that real time pricing information is being used in the field instead of stale downloaded price sheets
- Assure that trade promotions are based on real time CRM and pricing analytics
- Drive better application adoption to enable sound business decisions.

Purchasing

Business Challenge

- Free Text Purchase orders are one of the largest areas of compliance issues with audit.

Business Impact

- Reducing or removing the need for free text PO's can cost a company on average of \$1000 per PO.
- Usage of vendors that do not have corporate discounts or other approved pricing
- Fraud risk– POs for non-rendered services

Sample Cost Savings

- SAP UEM customer is saving over \$50,000 per month by reducing free text PO's
- Customer was also able to significantly drive down fraud risk through proactive alerting

Customer Success Story

Givaudan[®]

- Driving down errors within the PO process to improve compliance
- Developing new KPIs using Knoa data for Procure-to-Pay (PTP) cycle

Logistics

Business Challenge

- Ensure on-time payment from customers and SCM processing by understanding PGI or Post Good issues
- Remove un-needed overtime of employees due to loading of inventory (pick, pack and load)

Business Impact

- PGI issues that are monitored can be one of the largest issue to your Supply Chain.
- When inventory is not relieved invoices are not created as well as re-production of product is not planned.
- Focusing on temporary labor using Knoa to improve process to remove this additional cost on staffing can be one of the largest savings in Knoa.

Sample Cost Savings

- By monitoring PGI issues, SAP UEM customer drove higher on-time delivery and on-time payment that improved cash flow by \$600,000 per month
- SAP UEM customer was able to cut \$2.6 Million in temporary labor costs by improving pick, pack, and load process

Transfer of Goods

Business Challenge

- Issues with transfer orders resulting from planning problems in logistics and shuttle services
- Warehouse workers are ignoring key errors related to critical product codes (such as date for supermarkets)

Business Impact

- Date code and incorrect picking of products can be one of the biggest contributors to losses in transfer order process
- Improving business process and ensuring fulfillment of transfer orders can ensure product is in the right place at the right time

Sample Cost Savings

- Product scrap and credits created from this transfer of goods issues can exceed \$100,000 a month in lost revenue and credits

Customer Success Story

The logo for Westcon Group, featuring the text "WestconGroup" in white on a blue rectangular background.

- Reduced cost by up to \$50,000 per processed order
- Improve timely fulfillment and invoicing within and decreased the amount of time orders stay in open status
- Increased customer satisfaction

Cash Collection

Business Challenge

- High volume of manual transaction execution and corrections in cash collection process
- Problems in business process are stopping the processing of payments

Business Impact

- Unprocessed or incorrect cash transactions on average can cost a company \$100,000 a month on incorrect postings

Sample Cost Savings

- SAP UEM can ensure that alerts are sent when manual cast transactions are used due to problems with automated interfaces
- SAP UEM will reduce these manual efforts and ensure automated and seamless execution within cash collection processes

Security Management

Business Challenge

- Loss of employee productivity as a result of security role mis-alignment preventing users from executing their functions
- Reactive approach creates fraud and compliance risk
- Lack of read audit capabilities

Business Impact

- On average, security issues can create 1 to 2 days of lost work efforts within the first month of employment
- Significant risk with GL entries, capital loss and other process areas if not properly monitored

Sample Cost Savings

- SAP UEM customer recouped \$150,000 of productivity savings per month for new hires
- SAP UEM customer prevented the loss of \$800,000 in inventory from Cycle Counting by monitoring inventory adjustments
- SAP UEM customers reducing read through SoD and read audit reporting and alerting

Customer Success Story



- SAP Basis and Security team developed a process for predictive analysis of authorization issues which includes:
 - ✓ Knoa alerting reports for authorization issues of sensitive and critical transactions
 - ✓ Advisory service for users to request role assignments via GRC Group
 - ✓ Analysis of Knoa data to enable optimal SAP role development

Accounting

Business Challenge

- Continuous need for faster and accurate month end close processes
- Lack of baseline monitoring resulting in repeating problems in month-end and quarter-end processes
- Maximize transaction processing by ensuring open postings periods

Business Impact

- Improving your month end process on average can improve adjustments to your supply chain and create an average of \$100,000 per month in savings

Sample Cost Savings

- Ensuring your posting period is open can save well over \$500,000 per period

Customer Success Story



- Benchmarking month end close to reduce trial balance errors
- Monitoring end user adoption timeline of new GL Business Process
- Proactively identify issues within the new process that may impact early adoption

SAP UEM by Knoa Use Case: GL Park & Post



Industry: Life Sciences
Revenue: \$192 billion
Employees: 77,000

Challenges

- To monitor the rollout and adoption of the new GL Park & Post Business Process.
- Key objective is to reduce errors in Trial Balance Submissions (TB) that directly impacts the length of time to perform month-end close.

Primary Stakeholders

- Director, Global ERP Business Adoption
- ERP Business Master Trainers

What are they saying?

“We are looking forward to providing our Financial Business Owners quantifiable metrics that demonstrate their investment in the new GL product. We heard about Disney's success and we wanted to do the same thing!”

New KPIs to Measure Success

- Duration of Month End Close
- Benchmark and Reduce Trial Balance Errors (KNOA powered)
- Monitor and Reduce End-User Adoption timeline of new GL Business Process (KNOA powered)
- Proactively identify issues within the new process that may impact early adoption (KNOA powered)
- Quantify the return on investment of the new GL upload Business Process

SAP UEM by Knoa Use Case: Accounting



Industry: Media
Revenue: \$40 billion
Employees: 137,000

Challenges

- Delay in planning, budgeting and forecasting activities
- Risk of bad business decisions due to inaccurate Ledger data
- Impacted the reliability and usage confidence of BPC

Goals

- Increase reliability and accuracy of Ledger data import
- Reduce Manual Interventions to validate the accuracy of the ledger information
- Remove process workarounds when the ledger data import errors occurred.

Primary Stakeholders

- Finance
- Center of Excellence

Knoa Benefits over 24 Months

- Reduced Ledger data import errors through corrective programming based on Knoa error metrics which significantly shorten the budgeting cycles
- Mitigated Interface import errors based on Knoa error analytics and increased the accuracy of the budget planning

SAP UEM Patented Technology

Captures 100% of user desktop view

Captures user errors

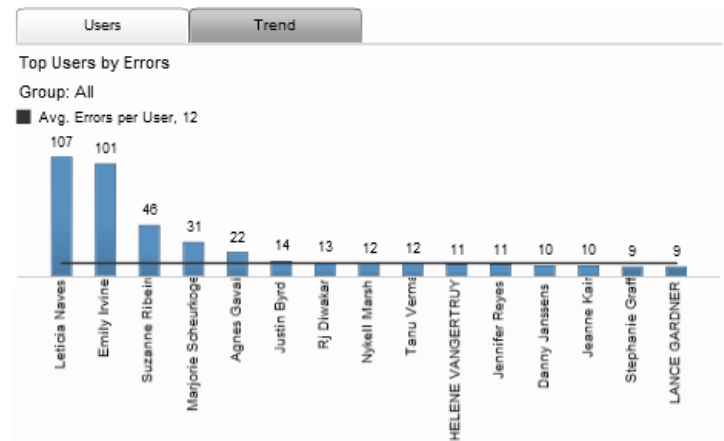
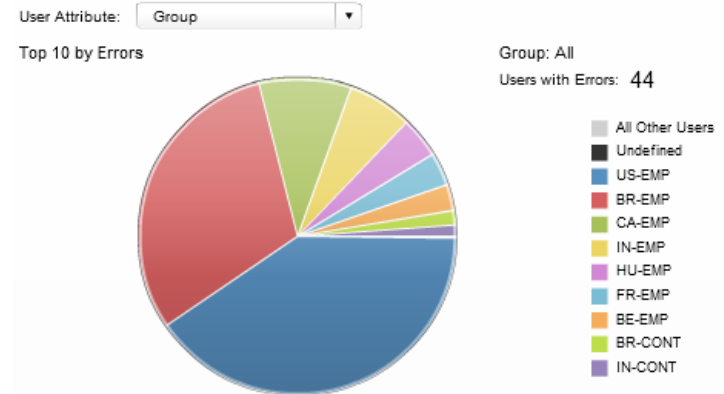
Automated and requires no scripting

Supports your customized solution



Powered by BusinessObjects

- Out of the box dashboards, reports and alerts
- Aggregates and displays data in 7 different categories:
 - Application activities and issues
 - KPI's and business processes
 - Error profiles
 - Response times
 - User issues
- Highly extensible with reporting APIs





Thank You!