SAP Solution Brief
SAP Education

SAP User Experience Management by Knoa

Improve Business Results by Boosting User Efficiency

Quick Facts

Summary

The SAP® User Experience Management application by Knoa helps you discover the experience and performance that users encounter and achieve as they work in SAP applications. When you uncover issues, you can boost productivity through focused training to realign users with best practices. If your business processes themselves prove cumbersome, you can redefine them for cleaner execution. And if system issues are uncovered, those can be addressed as well.

Business Challenges

- Drive smooth adoption and effective use of SAP software to execute business strategy
- Achieve optimal use of SAP software in shared-services centers
- Be confident that compliance tasks are properly performed and audit trails are well maintained
- Automate functionality to improve services and reduce costs in your support center

Key Features

- **Comprehensive workflow monitoring** – See how users are actually working in the SAP applications
- **Contextual information on causality** – Gain insight into issues from the user's viewpoint
- **Clear identification of training needs** – Pinpoint ways to improve efficiency and facilitate adoption
- **Specific insight into system issues** – Obtain information on how system issues are impacting the user

Business Benefits

- **Promote excellence** in the execution of critical business processes
- **Reduce the overall cost** for user training and IT and support services
- **Create executive-level insight** into application usage and policy compliance

Find Out More

Call your representative from the SAP Education organization, or visit us on the Web at www.sap.com/services/education/softwareproducts/knoa.epx.

Today's global marketplace demands that you derive the business benefits from your implementation of SAP® software quickly and affordably. One important way you can streamline operations and drive savings is through the efficient and effective use of SAP software by end users. Proficient users require minimal support services and help you realize ROI quickly. And to improve the performance of your users, you need to understand what the issues are. That's where our story starts.

How can you tell if users are helping you optimize the business benefits you expect from SAP software? How can you identify which people are having difficulty executing transactions? Which transactions seem to be most problematic for them? What does it mean when employees say the system is slow? How can you acquire the concrete facts you need to separate real problems from subjective opinions and take corrective action?

The SAP User Experience Management (SAP UEM) application by Knoa helps you collect the facts you need to understand how people work and help them reach the next level of business execution excellence. While consuming almost no local computing resources, you can investigate which screens or transactions they use, how long they spend on each, the errors they encounter, and how they sequence their tasks.

SAP UEM thus captures the real user experience directly from the end-user's environment. Its innovative design allows the application to discover all transactions across the SAP software that your users access. The application then tracks selected actions they take when executing each transaction, along with any performance issues they experience – or create – along the way. SAP UEM automatically adapts to discover any new transactions in their work without requiring any additional professional services. And that's what makes the application both affordable and scalable.

In addition to gathering information from the user community, SAP UEM provides functionality to aggregate the input and help you analyze it. You gain executive insights at the highest level, as well as problem-solving detail at the lowest level. You can generate reports at various levels for key organizations in your company, including user support, IT support, and change management. Where user performance does not match best practices, you can retrain. Where the application itself could do better, you can reconfigure.

AUTOMATE THE COLLECTION OF PRODUCTIVITY METRICS

Until now, the creation of business execution metrics has involved such time-consuming tasks as running surveys, setting up monitoring laboratories, and tracking calls to the help desk. But these traditional tools are only reactive and don't measure actual user experience. You've never really had specific metrics to see if their experience is pleasant and productive. How can you measure whether your employees are executing transactions effectively? Are they happy with the way the application helps them accomplish their tasks? Are they following the steps prescribed by best practices and making the most of the SAP solution where it counts: in their day-to-day execution of critical business processes?

SAP UEM accurately measures how each individual executes your SAP solution. Then it consolidates and sorts the information based on user attributes such as role and location. Comprehensive reports and alerts, including business intelligence drawn from SAP BusinessObjects™ software, provide you with actionable insight into user performance.

USE THE INSIGHT TO IMPROVE PERFORMANCE

With these metrics in hand, you can identify training opportunities on the one hand and operational adjustments on the other to improve response times and fine-tune business processes. You can see what's necessary to ensure that employees are delivering the highest value possible from your SAP solution. And the solution is fully compatible with privacy regulations through configuration specifications you can adjust 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. It moves you a long way toward excellence in business execution – every process, every time.

ADDRESS PERFORMANCE IN ALL STAGES OF THE LIFECYCLE

At any given time, the typical IT landscape based on SAP software has some applications in each of the various stages of the lifecycle. Some teams are launching new functionality while others are looking at upgrades. And a third group of teams work in a mature solution and focus on sustainability and low total cost of ownership. SAP UEM provides specific insights and benefits for each of these lifecycle stages.

With new implementations, the application helps you measure user effectiveness in new transactions while the functionality is still in preproduction. This helps ensure that each transaction is ready for users when you do launch, minimizing the number of adoption issues.

For your upgrade teams, insight begins with the analysis of the functionality your user community is actually applying in the current production environment. You may find that costly custom transactions are obsolete, or that users no longer use transactions as they were originally designed to work. Insight into the specific ways your applications are put to work in today's version can greatly simplify the planning for an upgrade. You can identify issues based on comparison to prior performance and execute corrective measures simultaneously while bringing the upgraded application into production.

When organizations are in "run" mode, reducing the costs of services such as help desks, training, and IT support is a primary goal. With SAP UEM, these team members can take steps to ensure that users meet current training and execution requirements. To address concerns about knowledge transfer in environments with significant employee turnover, sustainment teams can identify specific areas where new hires need remedial training. This lowers your risk of performance degradation in complex transactions even when the makeup of your workforce undergoes rapid change.

EVALUATE USER EXPERIENCE IN MULTIPLE SAP APPLICATIONS

In order to provide you with maximum benefits, SAP UEM is now available for multiple SAP solutions. With the standard SAP UEM application, you can monitor SAP applications that are accessed through the SAP GUI, the Web GUI, and the portal. In addition, SAP UEM is available in an express version that monitors only through the SAP GUI. If you want to derive greater value from the SAP Customer Relationship Management application or your SAP BusinessObjects applications, SAP UEM also offers versions that monitor those products.

TALLY THE BENEFITS

With SAP UEM, application support teams have global error-tracking mechanisms to help them understand the impact of application and system issues and proactively avert threats to efficiency. Application performance teams have comprehensive metrics of actual end-user response times for all transactions, for all users, in all locations, at all times, so they can quickly address reports of slow processing. Help desk personnel have immediate visibility into actual user interaction with the application before, during, and after each transaction, so they can easily resolve issues with minimal disruption of daily operations. Training organizations can pinpoint which specific application areas – and even which specific users – can most benefit from additional education. Application and process engineers can spot cumbersome workflows and other subpar operations that affect user satisfaction and efficiency.

And what does SAP UEM bring your executive team? 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 efficient, effective, and compliant use of their SAP applications, whether new, maturing, or mature.

In summary, the benefits of SAP UEM include:

- Decreasing cost of ownership and increasing user productivity and satisfaction through faster application response times
- Improving user productivity and shrinking support costs through reduction in the number of application quality issues and user mistakes in key transactions
- Shorter resolution times in IT support through access to root cause details from user actions before, during, and after a performance event
- Clearer picture of employee compliance in critical business processes through a fully automated audit trail

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.

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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, you will gain increased efficiency, visibility, and control over user performance – ultimately deriving greater value more rapidly from your investment in SAP solutions.

FIND OUT MORE

To explore how SAP User Experience Management can help you boost productivity and streamline operations, call your SAP Education representative or visit us on the Web at www.sap.com/services/education/softwareproducts/knoa.epx.

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