SAP Solution Brief
SAP Services

SAP Productivity Pak by ANCILE

Build the Skills That Deliver Value by Creating Competent, Confident Users

Quick Facts

Summary

The SAP® Productivity Pak application by ANCILE gives you the tools to develop high-quality user training and performance support materials for your SAP software. You can readily document the transactions that business users perform on the job – and make learning content available whenever needed, in multiple languages, and with a variety of presentation options. Whether users are undergoing initial training or extending their skills, the resources they need are at their fingertips.

Business Challenges

- Document business processes and configurations accurately
- Help employees quickly attain competence during initial training and maintain high performance over time
- Develop and update top-quality knowledge resources at an affordable cost
- Cut support costs by reducing reliance on the help desk

Key Features

- **Business-user support for SAP software–enabled processes** – Automate development of context-sensitive help and simulations
- **Rapid development of e-learning materials** – Simplify creation of e-learning resources that conform with the Sharable Content Object Reference Model (SCORM) and Aviation Industry CBT Committee (AICC) guidelines and include preexisting elements such as animations and Microsoft PowerPoint content
- **Collaboration** – Create an interactive environment for information exchange

Business Benefits

- **Low total cost of ownership** by realizing the full value from your software
- **Sustained solution value** by reinforcing and extending workforce skills over time
- **More efficient use of training, subject matter experts, and support personnel** with tools that make their jobs easier
- **Reduced classroom training**, thanks to e-learning materials and context-sensitive help
- **More accurate documentation and configuration information** through automated development

For More Information

Call your SAP representative, or visit us at www.sap.com/services/education.

Today's enterprises must move faster than ever. Business processes need to adapt rapidly to new markets and regulations. Old barriers such as distance, language, and accessibility have fallen. And companies must adapt to a new world of mobility, competition, and cooperation. Your SAP® solution can help you meet these challenges. But to maximize its benefits, you must document key business processes and give business users the competence to extract the most value from your SAP software.

The SAP Productivity Pak application by ANCILE lets you rapidly build and sustain business-user skills that add value, both at implementation and over the long term.

WHAT IS SAP PRODUCTIVITY PAK?

SAP Productivity Pak automates the development and delivery of learning materials, test scripts, process documentation, and support resources to enhance the performance of SAP software users. You can produce a variety of content types in multiple formats and languages – and maintain and adapt this content over time.

SAP Productivity Pak controls the costs of ongoing process documentation and user support. And it greatly enhances the long-term value of your SAP solution. You can document complex processes almost effortlessly. You can automatically create test scripts for use by the SAP Quality Center application by HP. With tailored e-learning resources and online help, users can work skillfully and efficiently – without contacting the help desk with every question.

USER SUPPORT ENTERPRISE-WIDE

SAP Productivity Pak makes it easier to create and deploy context-sensitive job aids and simulations. All that content creators need to do is run a transaction in their SAP software; SAP Productivity Pak automatically records and documents the process. In one step, it records the transaction steps and produces the content creator's choice of process documentation, job aids, simulations, test scripts, and other useful documents.

Administrators can deploy the output into context-sensitive online help materials that local users can access from their SAP software transaction screens. Users can print the materials for offline reference or, with an optional adapter, access them from the SAP Solution Manager application management solution. This flexibility is ideal for documenting business processes or building learning materials.

Organizations that need help for individual sites, countries, or languages will appreciate the versatility of SAP Productivity Pak. Content authors can create copies of original documents and make local variants that serve as starting points for versions incorporating specific business-unit or job-role needs. When an author modifies the original document, all authors of the variant documents are notified and can make changes as required. Creating documents or simulations in multiple languages is a snap. With one click, you can change the template language to any of 30 other languages. Or you can use the rerecording feature to generate new documents and screen shots in the language you choose.

SAP Productivity Pak automatically routes the document to those designated to review, edit, and approve it, simplifying the rollout process and keeping stakeholders up-to-date.

RAPID E-LEARNING DEVELOPMENT

The e-learning functionality in SAP Productivity Pak enables subject matter experts to create effective, professional-looking courses rapidly. They can incorporate preexisting content (such as Adobe Flash animations and Microsoft PowerPoint content), include an assortment of standard stencils that serve as course design templates, and create course assessments. In addition, the software provides several deployment choices. The courses conform to the Sharable Content Object Reference Model (SCORM) and Aviation Industry CBT Committee (AICC) guidelines. You can obtain the courses from the SAP Productivity Pak application server, the SAP Enterprise Learning environment, or a third-party learning management system.

INTEGRATION WITH SAP KNOWLEDGE ACCELERATION

With SAP Productivity Pak, customers using SAP Knowledge Acceleration software can rebrand their user interface to match their corporate look and feel and add content specific to their workflow, standards, or best practices. With the publication tools in SAP Productivity Pak, they can select from multiple document types and formats (XML, Microsoft PowerPoint, Adobe PDF, Microsoft Word, and others) and use the standard template in SAP Knowledge Acceleration to maintain consistency across content.

INTEGRATION WITH SAP SOLUTION MANAGER

When used with the adapter for SAP Solution Manager (a separate product from SAP), SAP Productivity Pak can be launched from SAP Solution Manager, where content creators have access to all features of SAP Productivity Pak. They can then store, retrieve, and maintain business process and user documentation.

INTEGRATION WITH SAP QUALITY CENTER

The ability to create accurate procedural documents makes SAP Productivity Pak ideal for use with SAP Quality Center. Testing staff can rapidly create test steps from procedural documents, further reducing costs.

CREATING A LEARNING ENVIRONMENT

With SAP Productivity Pak, all the information that knowledge workers need to use their SAP software is in one location. SAP Productivity Pak creates an interactive learning environment – supporting communities of practice and collaboration among content authors, reviewers, and business users. Users can subscribe to content favorites and receive automatic notice of new or changed information. Because the software lets them identify and contact subject matter experts, they can post questions to the right people. Everything is available from a single, personalized learning portal.

DESIGNED FOR ENTERPRISE PERFORMANCE

SAP Productivity Pak offers a complete feature set for enterprise documentation, collaboration, e-learning, and user performance support. Content authors, administrators, and business users will find it creates a vibrant learning environment.

For Business Users

SAP Productivity Pak provides business users with "fingertip knowledge": context-sensitive help offered from transaction menus in their SAP software. Based on how your organization configures its software, users can launch a document, a simulation, or e-learning content. This enables them to work with the type of help that best meets their learning style. Business users can also:

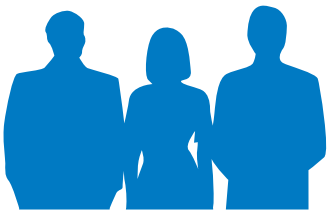
- Participate in online discussions and receive notice of new postings
- Provide feedback to content authors on the effectiveness and accuracy of learning material
- Share information with peers by using the "tell others" feature
- Access e-learning through a link from their SAP Learning Solution, other learning management software, or SAP Productivity Pak

For Authors

SAP Productivity Pak lets content authors create e-learning courses or reuse content tailored to their needs. In one recording session, authors can generate a help document and simulation spanning multiple applications. If a process involves both your SAP software and Microsoft Office products, for instance, your document and simulation spans both, including screen shots. In addition, authors can:

- Create SCORM-conforming e-learning including existing materials such as preconfigured stencils, Microsoft PowerPoint content, and animations
- Tap expertise by collaborating online with managers, peers, and business users
- Generate content in 31 languages
- Rerecord transactions in multiple languages to create documents and simulations with language-specific text and screen shots
- Create, manage, and modify documents and simulation templates
- Use a centralized glossary to suggest definitions for inclusion, run searches, and help ensure that standard definition changes are reflected in the appropriate documents – regardless of language
- Publish documents of multiple types (exercises, cue cards, work instructions) and formats (Adobe PDF and HTML)
- Mask confidential information in captured screen shots
- Provide context-sensitive help based on transaction, system, and client

SAP Productivity Pak automates the development and delivery of learning materials, test scripts, process documentation, and support resources to enhance the performance of SAP software users.



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For Administrators

SAP Productivity Pak enables administrators to create and manage workflows and establish hierarchies for document approval by:

- Organizing and customizing learning portals by functional area, business process, job role, or other category
- Configuring SAP Productivity Pak to deliver content for specific users or groups, languages, company codes, business areas, application clients, or instances of SAP software
- Reporting on course and simulation assessment results from the SAP Productivity Pak application server

For Project Teams

SAP Productivity Pak automatically creates test scripts for SAP Quality Center. This offers a quick, reliable way to test your new software application. Implementation teams using SAP Productivity Pak with the adapter for SAP Solution Manager can create and deploy accurate documentation of configuration settings, complete documentation of business processes, and up-to-the-minute documentation for business users.

SAP PRODUCTIVITY PAK AND ANCILE INFO PAK

Customers who use ANCILE Info Pak (formerly known as RWD Info Pak) and convert to SAP Productivity Pak can retain ANCILE Info Pak parent documents and perform the following actions:

- Link ANCILE Info Pak content to the SAP Productivity Pak Web site
- Transform ANCILE Info Pak source files to SAP Productivity Pak source files
- Import ANCILE Info Pak terms and definitions into the glossary in SAP Productivity Pak

Find Out More

Contact your SAP representative or the SAP Education organization or visit www.sap.com/services/education.