SAP Information Sheet
SAP Education
SAP User Experience Management by Knoa

Quick Facts

Overview

Get Real Performance Insight with SAP® User Experience Management by Knoa

The Best-Run Businesses Run SAP™

© 2013 SAP AG or an SAP affiliate company. All rights reserved.

Summary

The SAP® User Experience Management application by Knoa helps you optimize the performance of your SAP applications and of the people who use them. It enables you to assess how an application performs for each person – separating real usability issues from opinions – and take corrective action to ensure delivery of all the value you expect from your SAP software.

Objectives

- 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

Solution

- Comprehensive workflow monitoring that enables you to see how users actually work in the SAP applications
- Contextual insight into issues from the user's viewpoint
- Clear identification of training needs so you can pinpoint ways to improve efficiency and facilitate adoption
- Specific insight into how system issues are impacting the user

Benefits

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

Learn more

Visit us at
www.sap.com/training-and-education/learning-software-and-services/user-experience/index.epx.

© 2013 SAP AG or an SAP affiliate company. All rights reserved.

Different Versions to Fit Your Needs
We know that one size doesn't fit all, so we offer different versions of SAP User Experience Management to fit your needs.

SAP User Experience Management by Knoa
With this application, you can monitor user performance in the SAP GUI, Web GUI, and portal interfaces. It contains the Knoa technical infrastructure.

SAP User Experience Management by Knoa, version for SAP GUI
This application provides a cost-effective way to monitor user performance in only the SAP GUI interface. It contains the Knoa technical infrastructure.

SAP User Experience Management by Knoa, version for SAP CRM
With this application, you can monitor user performance in your SAP Customer Relationship Management (SAP CRM) application, relying on the original product for its technical platform. (SAP CRM is required.)

SAP User Experience Management by Knoa, version for SAP BusinessObjects™ solutions
This application allows you to monitor user performance in your SAP BusinessObjects™ software, relying on the original product for its technical platform. (SAP BusinessObjects software is required.)

CMP23939 (13/02)
© 2013 SAP AG or an SAP affiliate company. All rights reserved.

© 2013 SAP AG or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG. The information contained herein may be changed without prior notice.

Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Please see http://www.sap.com/corporate-en/legal/copyright/index.epx#trademark for additional trademark information and notices.