



L3's Global Executive

Innovating in mobile first, military-grade analytics

Jason Shearer, Innovation Lead, Enterprise Business Systems
L3 Technologies Corporate

Session ID # 82939

About the Speaker

Jason Shearer

- Innovation and Analytics Lead
 - Enterprise Business Systems, L3 Technologies Corporate
- Background
 - **Measurement Science** – metrology, particle beams & gravity - US Navy / Space & Naval Warfare
 - **Supercomputer Design** – global embedded data links for land / sea / space – L3
 - **Innovation in UX and Computer Sciences** – emerging tech – L3 / SAP co-innovations
 - **MBA** – Six Sigma professor
 - **Hybrid Analytics** – Project Sumo, 2018 SAP Innovation Award winner – L3
- **Fun fact:** My wife K'Dee and I have 32 siblings and 6 children of our own.



Key Outcomes/Objectives

1. Define the “*Executive Experience*”
2. Learn how mobility shapes the *Executive Experience*
3. Learn how hybrid technology / architecture redefines the *Executive Experience*
4. Learn about Executive Experience innovations
(and how you can get involved!!!)

Who is L3 Technologies?

- L3 Technologies, Inc.
 - Aerospace & Defense
 - ~ \$10 B / year revenue
 - Transforming
 - Becoming data-driven and more integrate
-toward Prime Contractor work



Defining the Executive Experience

- **From a data perspective: two types of user**
 - Transactional
 - Functional

Defining the Executive Experience

- **From a data perspective: two types of user**
 - Transactional
 - Functional
- **Transactional:**
 - Create or transform data for 1 job function

Defining the Executive Experience

- Transactional Users
 - **Usually reside in one job function or Line of Business**
 - HR, Quality, Manufacturing, Finance...
 - **80% of their time in a single application**
 - **Are subject matter experts on**
 - Their data
 - How their system works

Defining the Executive Experience

- **From a data perspective: two types of user**
 - Transactional
 - Functional
- **Transactional:**
 - Create or transform data for 1 job function
- **Functional:**
 - Make decisions based on data, for 1 or more job functions

Defining the Executive Experience

- Functional Users
 - **Usually lead a job function or are “cross-domain”**
 - Executives and functional leaders
 - Specialized, or cross-disciplinary roles, like product / program management, business development, legal, contracts...
 - **<20% of their time in transactional applications**
 - Might have specialized software or reporting
 - Usually rely on analysts working in PowerPoint / Excel
 - **Are subject matter experts on**
 - How specific business functions work (or SHOULD work)

Defining the Executive Experience

Transactional

Functional

T User

F User

creates data

consumes data



Full-time in one app

Doesn't have one app



Expert on one job function



Expert in cross-domain knowledge



Defining the Executive Experience

- What is your solution for F Users?



SAP Analytics Cloud



SAP Fieldglass

SAP SuccessFactors

SAP Ariba



SAP C/4HANA



ASUG

How “easy” is it to work at your company?

- **You’re onboarding a new executive**
 - What solutions do you load to their phone?
 - What solutions do you load to their desktop?
 - How quickly will they come “up to speed”?
 - What does their solution really look like?



SAP Analytics Cloud



SAP Fieldglass

SAP SuccessFactors

SAP Ariba



SAP C/4HANA



ASUG

Defining the Executive Experience

- What is your solution for F Users?



Defining the Executive Experience

- **Mission:** To maximize talents and efficiency of functional users through a single, mobile application.
- **Goals:**
 - Decrease onboarding time
 - Decrease effort required for daily processes
 - Improve speed / quality of decision-making
 - Standardize processes among job functions and business units
- **Strategy:** To make decision-making easy to learn, use, and understand.

Defining the Executive Experience

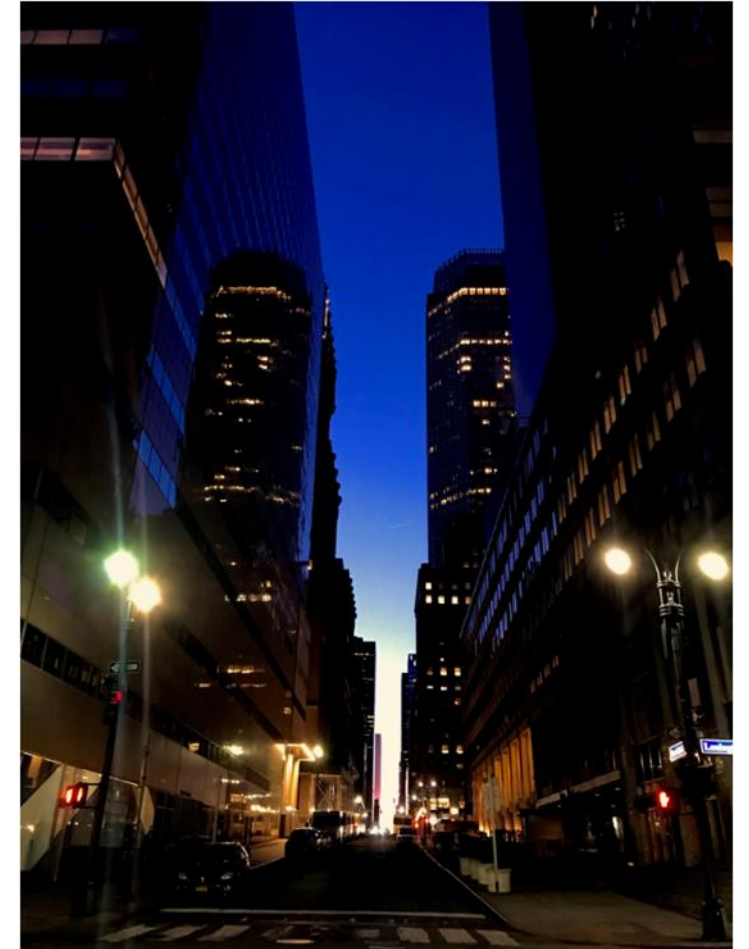
We're all in the same boat together!



Both F & T Users need other cross-domain data for training, timecard, and other indirect processes

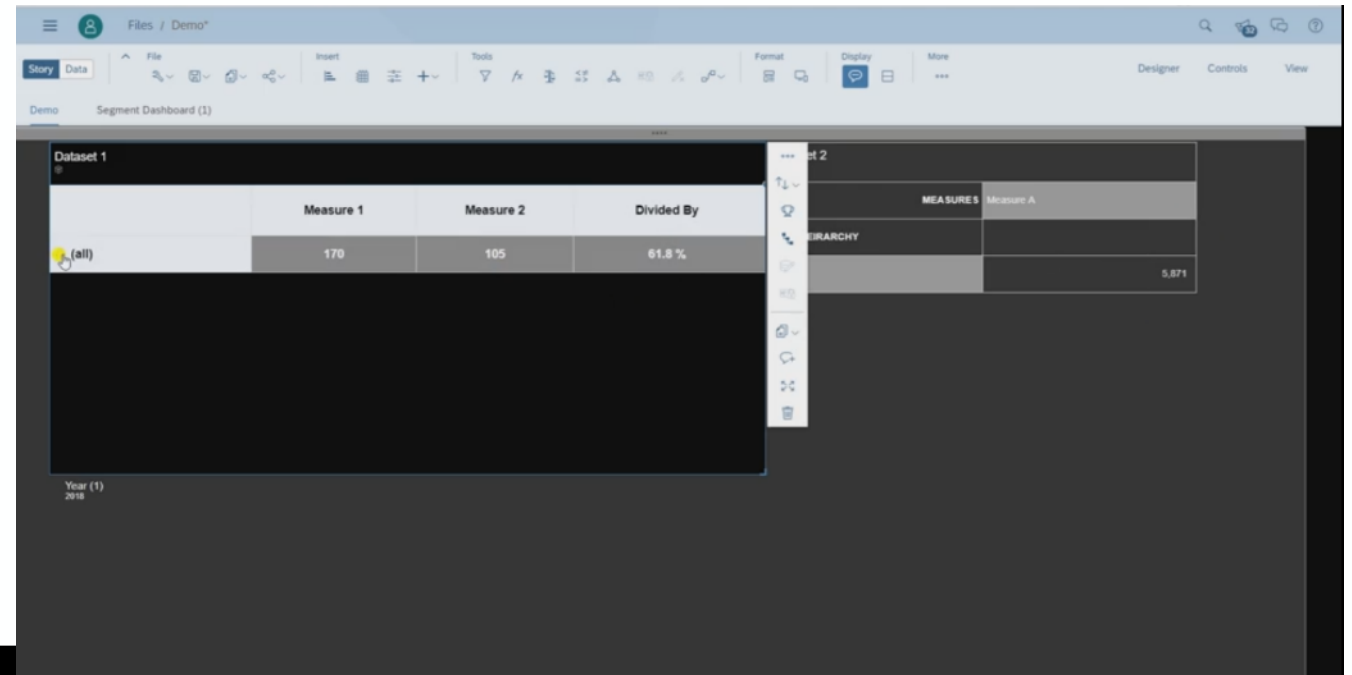
Defining the Executive Experience

- **3 T's of Executive Experience**
 - Training
 - Trust
 - Tools



Training (bringing on new team members)

- Encourage adoption
- Establish a process
- Create a culture



The screenshot shows a Power BI interface with two data tables. The first table, 'Dataset 1', has columns for 'Measure 1', 'Measure 2', and 'Divided By'. The second table, 'Dataset 2', has columns for 'MEASURE 1' and 'Measure A'. A vertical menu is visible between the two tables.

	Measure 1	Measure 2	Divided By
(all)	170	105	61.8 %

MEASURE 1	Measure A
HIERARCHY	5.871

L3 makes extensive use of online and hands-on training to establish a cadence for the Executive Experience

Trust (navigate obstacles / opportunities)

- Data transparency
 - Highlight issues with data, rather than hiding them
- Data harmony
 - Centralized from all core applications (hybrid)
 - Timed to ensure decision-making is optimized
 - Synchronized to master data from the primary source

Project Sumo currently harmonizes datasets from 17 business functions for on-demand analytics in SAC

Tools (driving the business)

- Goal: single mobile app
 - Mobile = more timely / efficient
 - Streamline user interface
 - Standardize terminology
 - Avoid “improvements” that don’t serve all customers



L3 has standardized SAP Analytics Cloud for the Executive Experience user interface.

How mobility shapes the Executive Experience



Where does cross-domain work get performed?

- Meetings / workshops
- Travel
- At home

How important is mobility to workers?



Mobile data @ work – 2017 Statistics

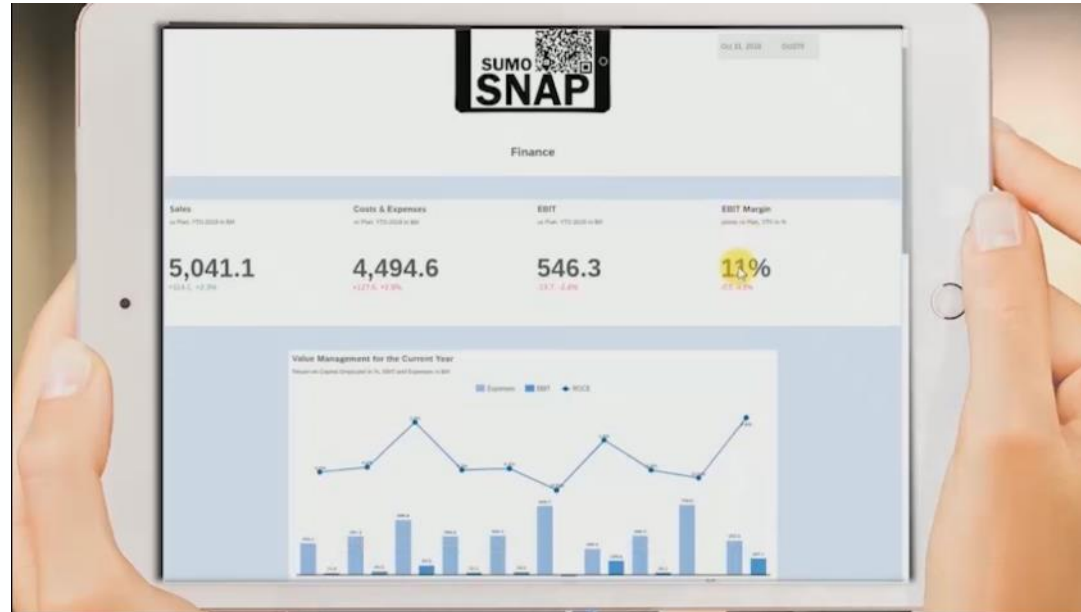
- **60%** use apps for work-related activities
- **71%** spend > 2 hours / week accessing company data on mobile
- **90%** say work apps have changed their business behavior
- **60%** executives get primary transactional data through email
- **73%** of group projects are performed on iPads in US colleges*

Mobile workers work 240 hours / year more than other workers

* In universities that provide iPads

Sources: Dynamic Signal, Comscore, Smart Insights, Geo Marketing, Pew Research

Mobile-first deployment considerations - SAC



- Android not supported
- App Development not supported
 - Anticipated in 2020?

Mobile-first deployment considerations - SAC



- **URL / deep linking is limited to Story / DiBo name only**
 - Can't call specific pages, can't pass filter parameters, etc...
- **Additional limitations in maps, tables, bookmarks, etc...**
- **Filtering and navigation are different among UXs**
 - Digital Boardroom, Analytics Cloud, and Mobile
 - Mobile is actually the cleanest of the three

Mobile-first best practices - SAC



- **Optimize content to work in every layout**
 - Digital Boardroom, SAP Analytics Cloud, SAP Analytics Cloud Mobile
 - How can you develop trust when content doesn't work on the go?
- **Use hyperlinks sparingly with Digital Boardroom**
 - “Jump to page” links don't work
 - Hyperlinks have to open in a new tab, breaking the Digital Boardroom experience

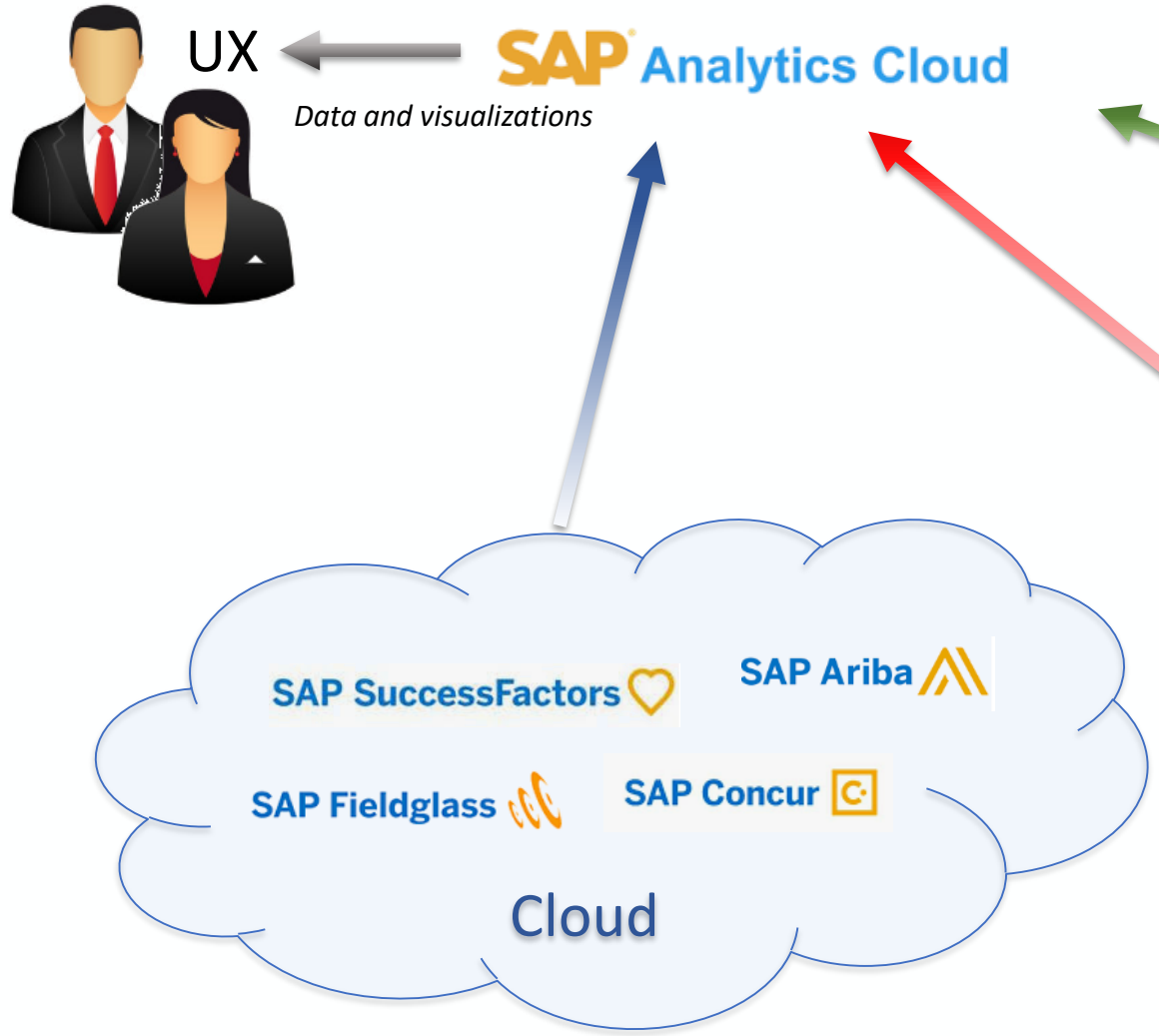
Mobile-first best practices - SAC



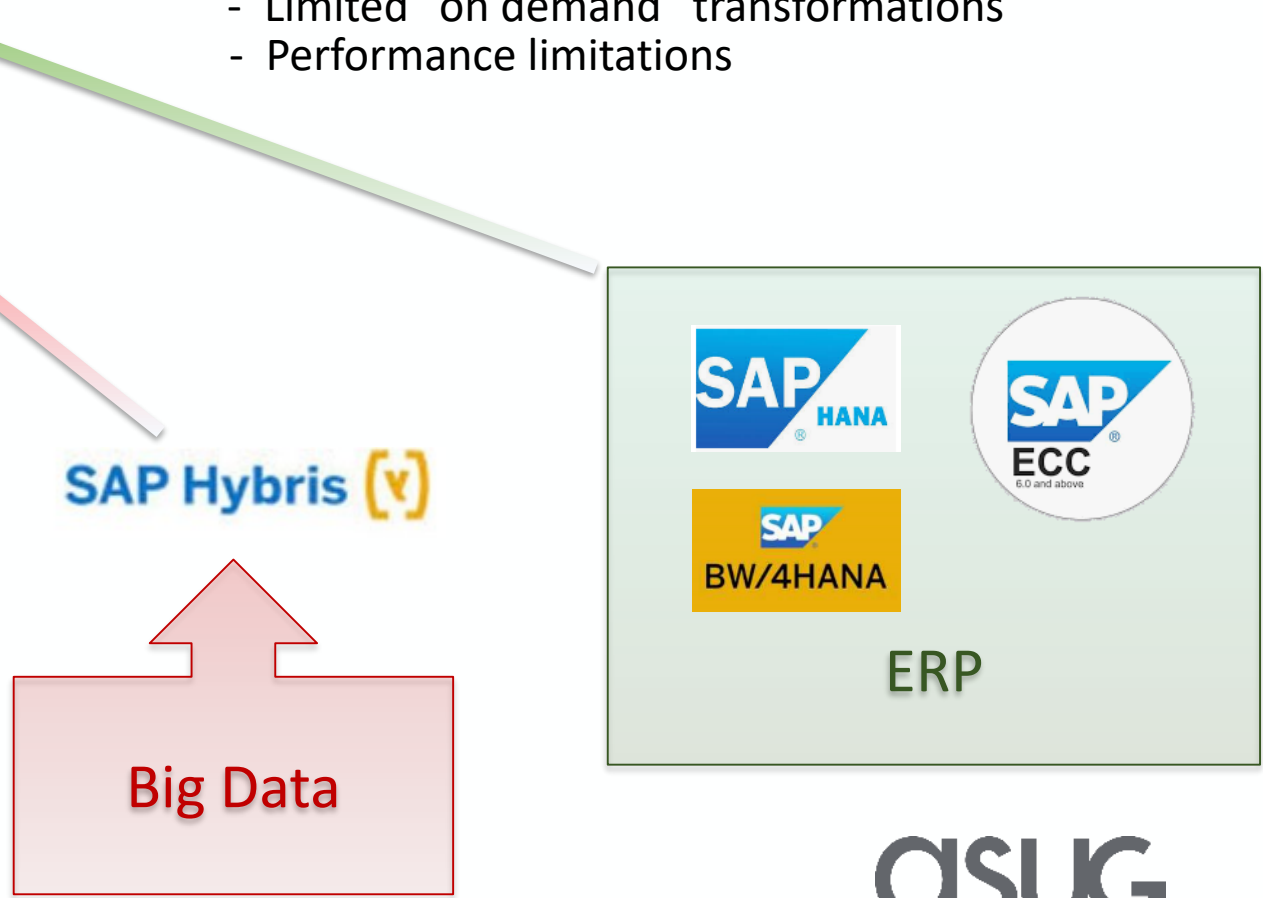
- **Keep in mind that different UXs load stories differently**
 - Stories and Mobile will load a page on demand
 - Digital Boardroom buffers all the pages, sequentially, in the background
- **Eliminate Digital Boardroom “topic filters”**
 - Not supported in mobile
 - Consider creating larger stories with story filters
 - Consider breaking these larger stories into topics for Digital Boardroom load time

Hybrid model 1

single-domain hybrid model

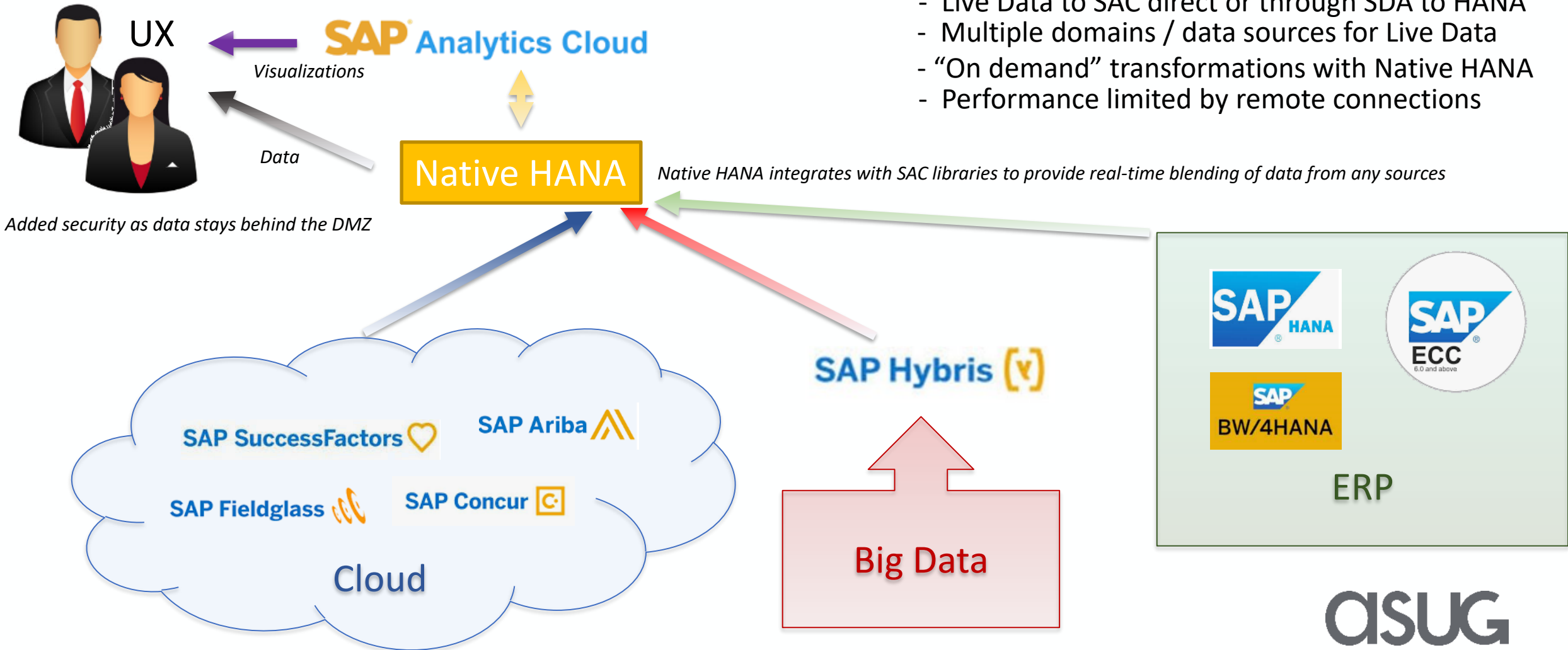


- Replicated or Live Data (limited support)
- One domain / data source at a time for Live Data
- Limited “on demand” transformations
- Performance limitations

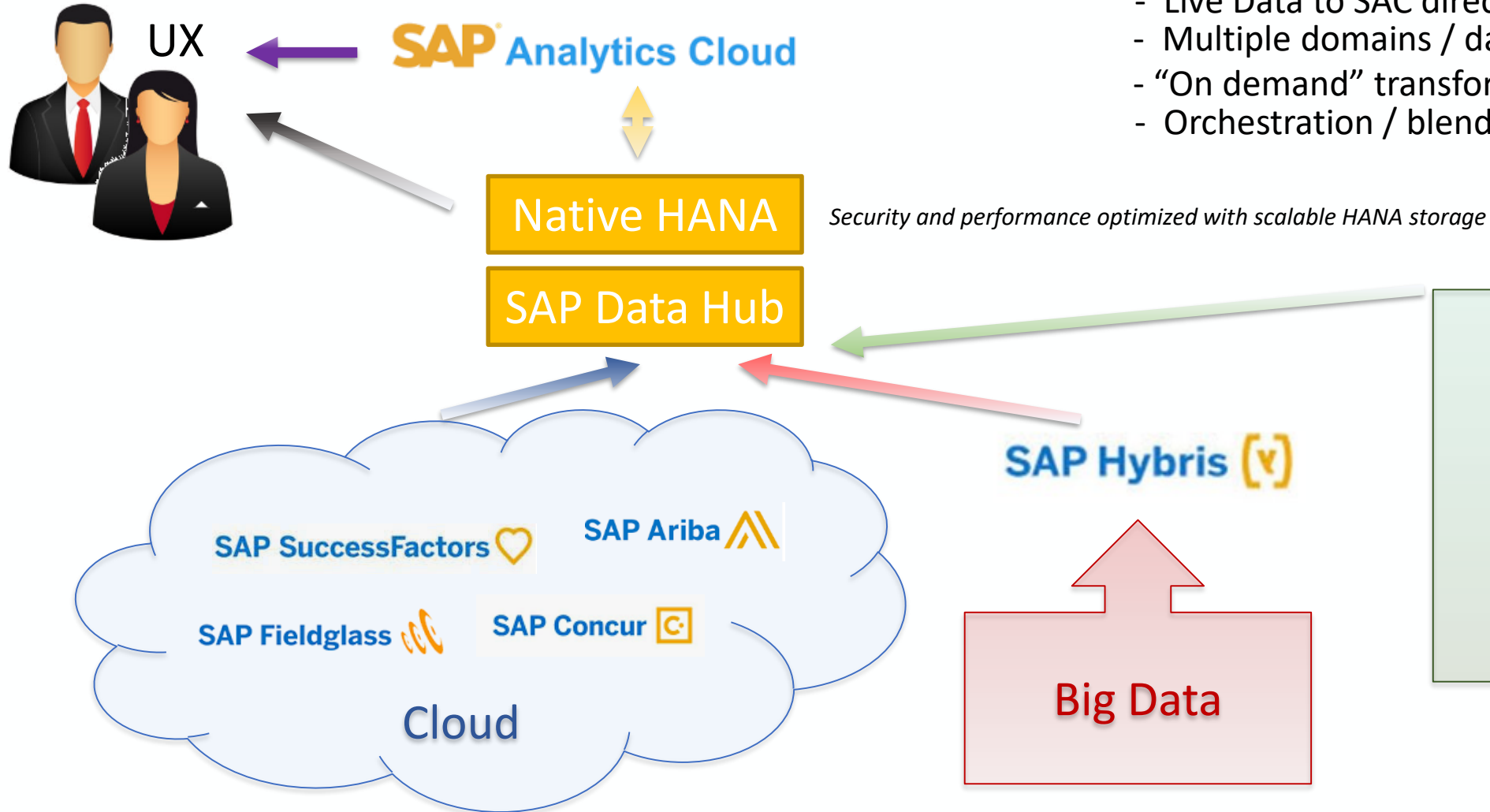


Hybrid model 2

basic multi-domain hybrid model



Hybrid model 3



pure hybrid model

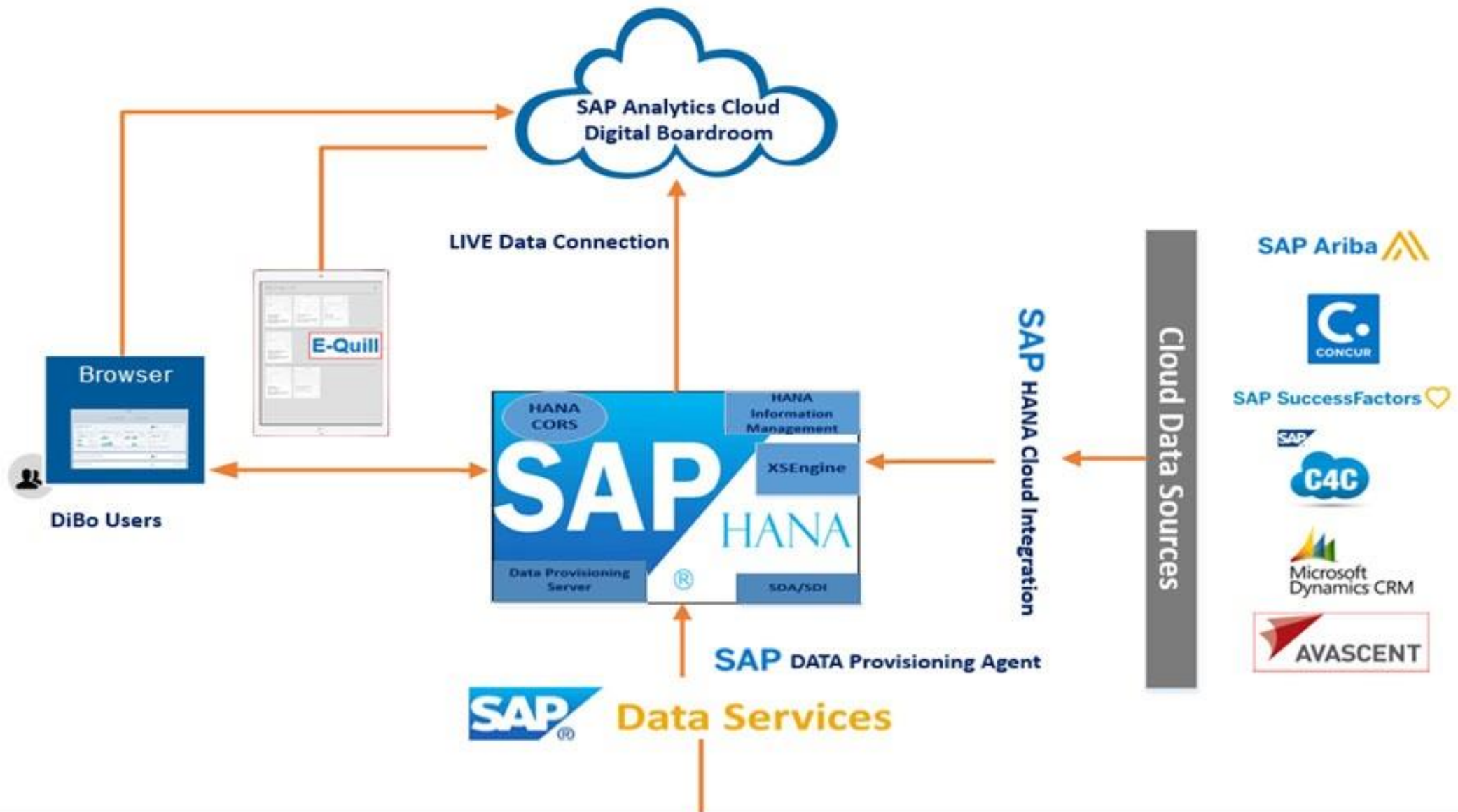
- Live Data to SAC direct or through SDA to HANA
- Multiple domains / data sources for Live Data
- "On demand" transformations and harmonized ETL
- Orchestration / blending optimize performance



Pure hybrid model - advantages



- **One app for users (through SAC / hybrid warehouse)**
 - Regardless of where the data “lives”
 - Migrate / upgrade systems without impacting users
 - Eliminate data inconsistency across the enterprise
- **Data blending provides real-time / on-demand performance without data prep**
 - Incorporate real-time predictive, ML, robotic process automation
- **Single data source is “plug and play” for next-gen analytics**
 - Voice assistant
 - AI created analytics
 - Google search by keyword



On-Premises Data Sources



Other Non-SAP Applications

Executive Experience Innovations

- Partnership with SAP NS2
- CEI program - formal Co-innovations with SAP Design and Product Teams
- Internal innovation
- Project Sumo



Partnerships



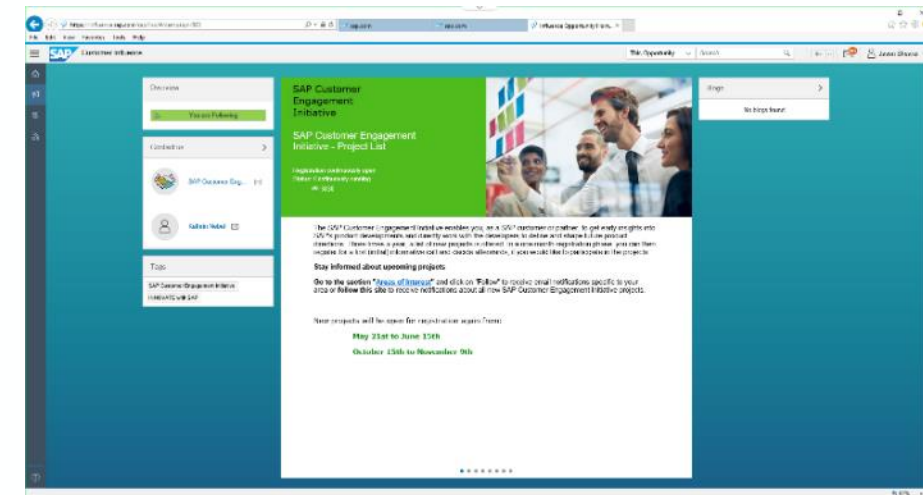
- US subsidiary of SAP for defense / government
- HANA hosting
- Influence on SAP teams
- Analytics Cloud tenants on the government cloud
 - Full scope / timeline / capability TBD

Partnerships

SAP Analytics Cloud

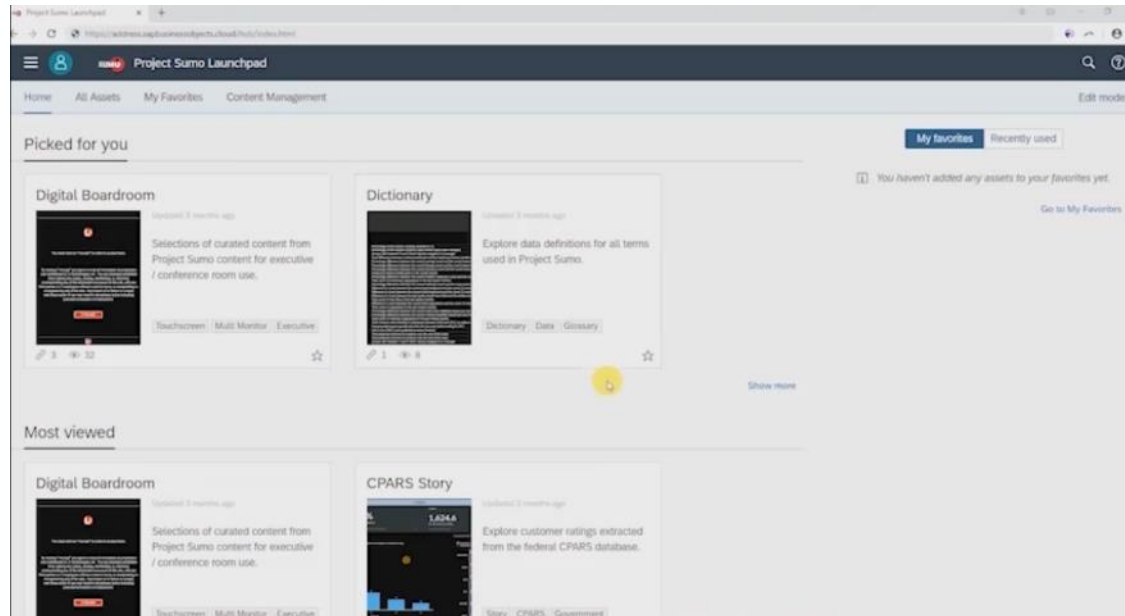


- **Customer Influence**
 - SAC: L3 leads customer feature requests
- **Customer Engagement Initiative (CEI)**
 - Help develop new products
 - Get extra support for existing products
- **L3 CEI Projects**
 - SAP Fiori 3.0
 - SAP Inscribe
 - SAP CoPilot
 - SAP Analytics Cloud / Digital Boardroom
 - SAP Analytics Hub
 - SAP Data Hub
 - and more...



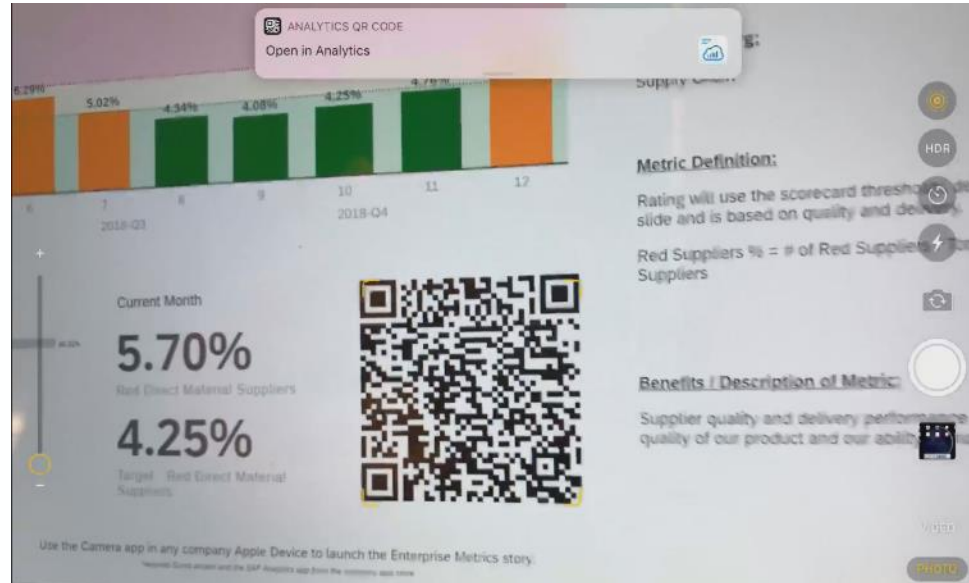
CEI Project Lists are updated on the SAP Customer Influence site

Recent mobile-first innovations



- Deep-linking for SAP Analytics Hub
 - Open the mobile app directly from Analytics Hub

Recent mobile-first innovations



- QR code launches content in Analytics Cloud mobile
 - Use QR code as image hyperlink with deep-linking

Suggested format:

sap-analytics-cloud://<host>/?type=<story, presentation>&id=<story Id, presentation id>&tenantId=<tenant id>

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Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

<http://info.asug.com/2019-ac-slides>

Q&A

For questions after this session, contact me at:

jason.b.shearer@L3T.com

@ace_shearer on Twitter

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