



# Help Ensure Successful ROI and Adoption for Your SAP Solutions

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SAP Knowledge and Education  
SAPPHIRE Now 2019

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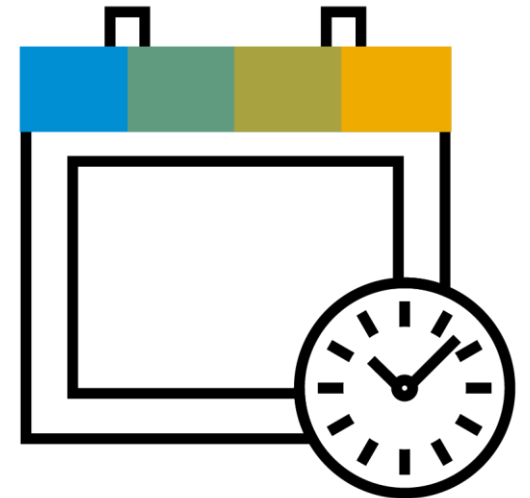


# Agenda

The Ever-Increasing Velocity of Change

Intelligent User Assistance in SAP Solutions

SAP Enable Now – The Comprehensive Enablement Framework



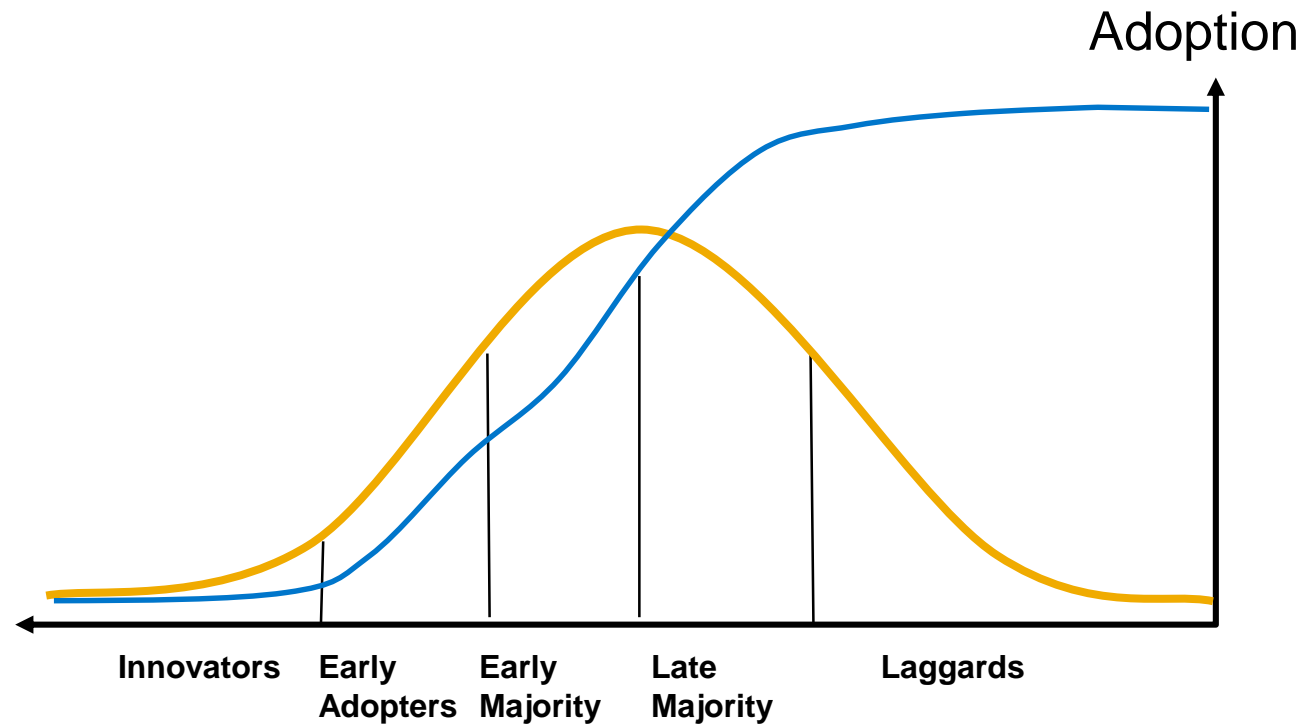
# The Ever-Increasing **Velocity of Change**



**The Digital Transformation  
changes how we work in the  
future and impacts all  
employees.**

**Software is a key-driver of the transformation**  
**– however it needs to be adopted!**

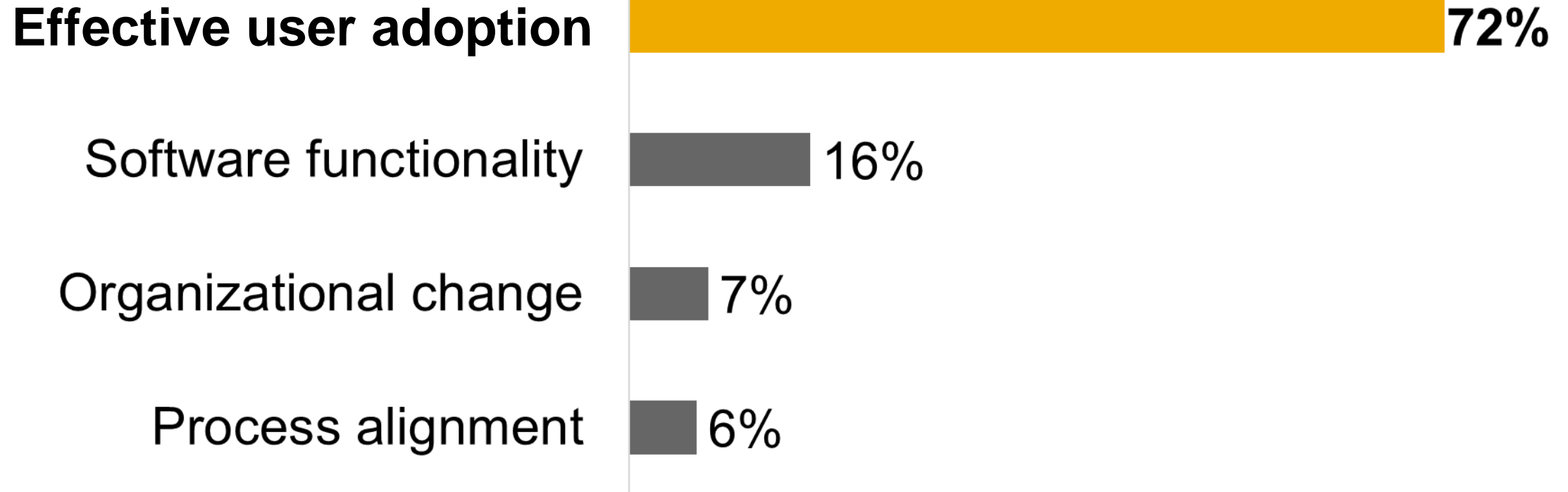
# How do we achieve fast and high Adoption?



## Supporting Factors

- **How-To knowledge**
- **Low complexity**
- **Trialability**
- **Clear advantage**

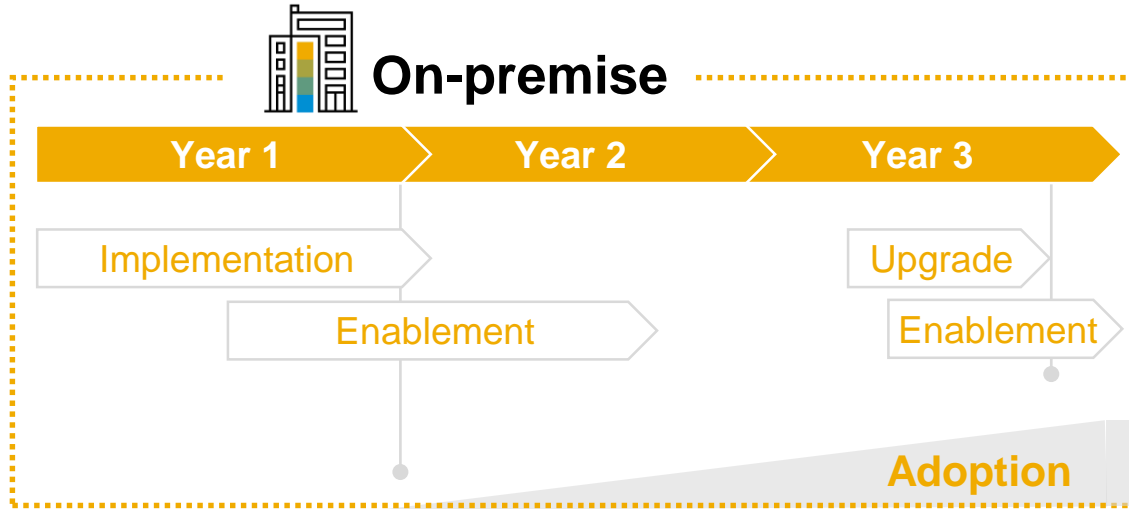
# User adoption is the most important factor for realizing value



Source: Achieving Enterprise Software Success, research study by TSIA, Neochange, SandHill.com

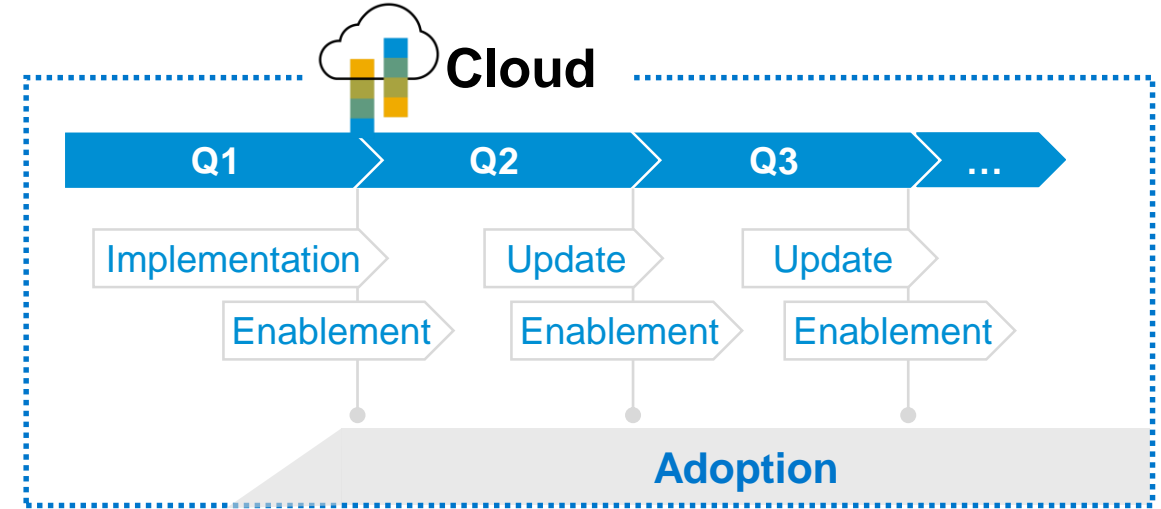


# New challenges of enterprise software adoption



- **Slow** implementation and ramp-up
- **Long** innovation cycles
- **Major changes** with huge intervals in-between

Enablement usually **once in a life time** upon onboarding and change management – often decoupled from workflow



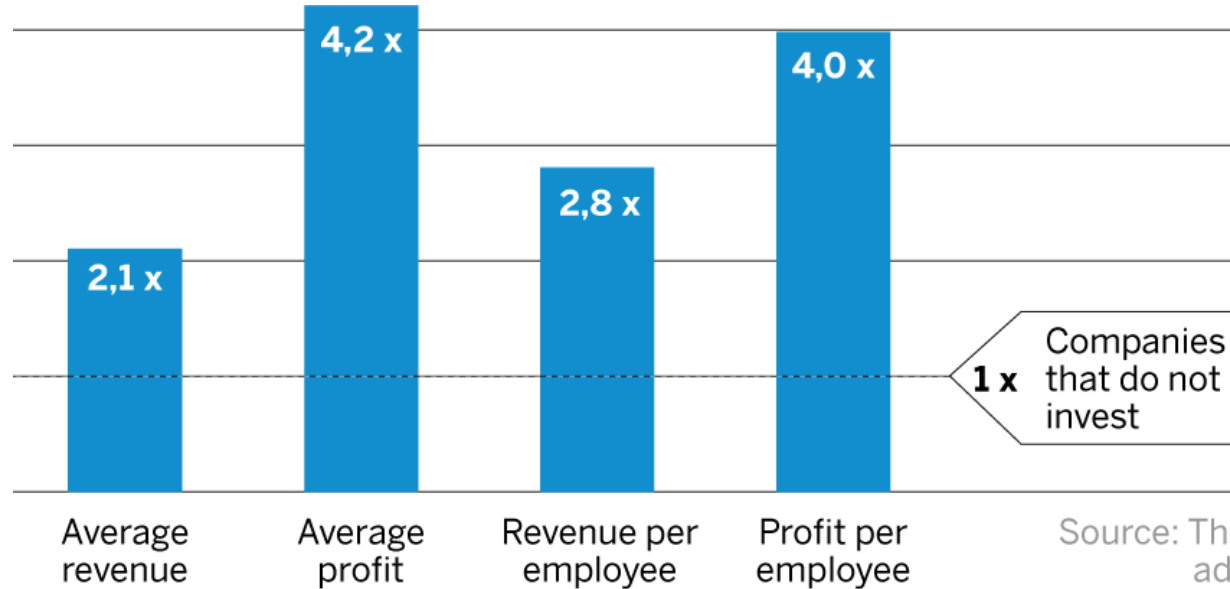
- **Fast** implementation and ramp-up
- **Continuous** innovation cycles
- Many **small changes** on a regular basis

**Continuous** and **integrated** change management required, ideally with **intelligent user assistance**



# Your employees' role in the digital transformation

Companies investing in employee experience outperform those that don't.



Skills and knowledge will decide your success in the digital transformation.

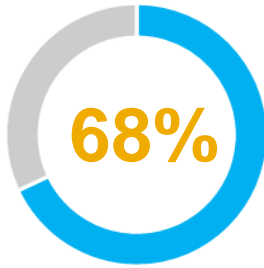


Qualified employees are more important than ever before.

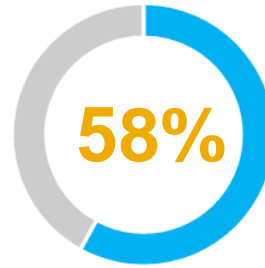


Employee experience is a critical competitive differentiator.

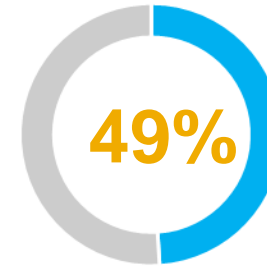
# Your employees expectations



of employees prefer to **learn at work**<sup>1</sup>



of employees prefer to **learn at their own pace**<sup>1</sup>



of employees prefer to **learn at the point of need**<sup>1</sup>

**Users prefer enablement “in the flow of work”<sup>2</sup>**

<sup>1</sup> LinkedIn Learning – [2018 Workplace Learning Report](#) – 2018

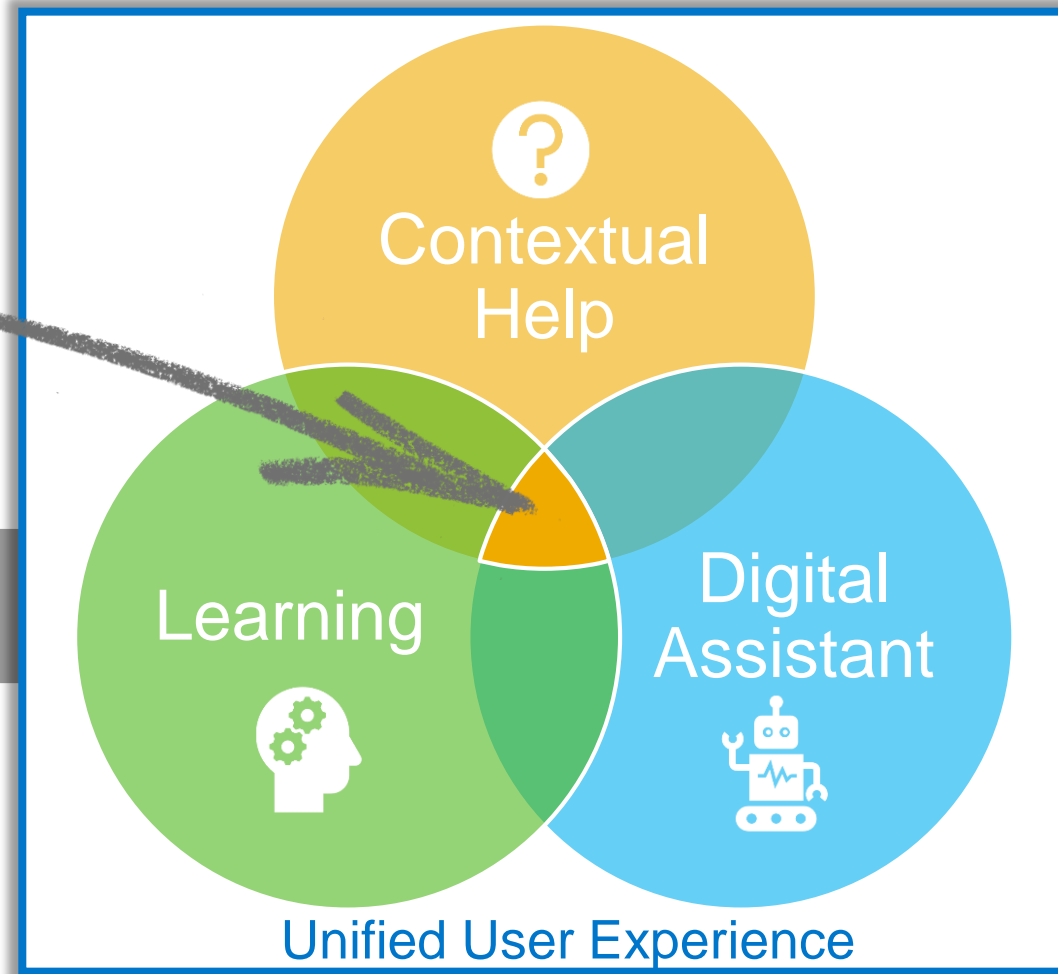
<sup>2</sup> [A New Paradigm For Corporate Training: Learning In The Flow of Work](#) - By Josh Bersin – June 2018

# Intelligent user assistance “in the flow of work”

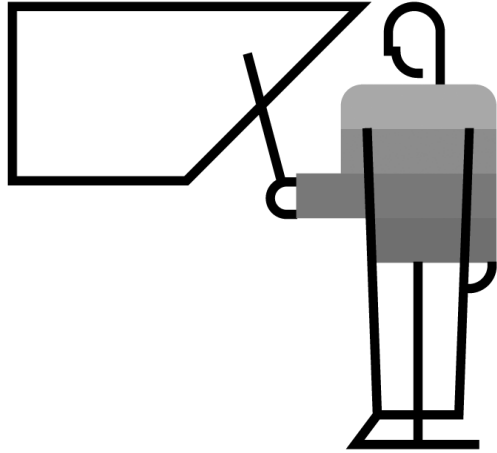
Get help, learn or use a digital assistant in the flow of work in a unified user experience

New  
paradigm

In the flow  
of work

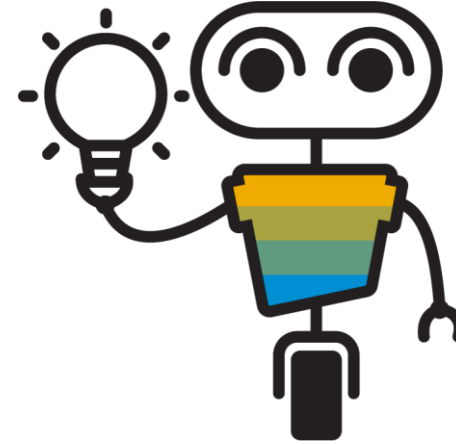
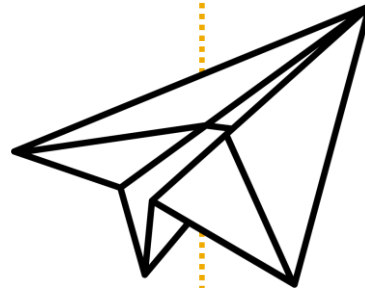


# Paradigm shift: from traditional learning to Intelligent User Assistance



## Traditional learning

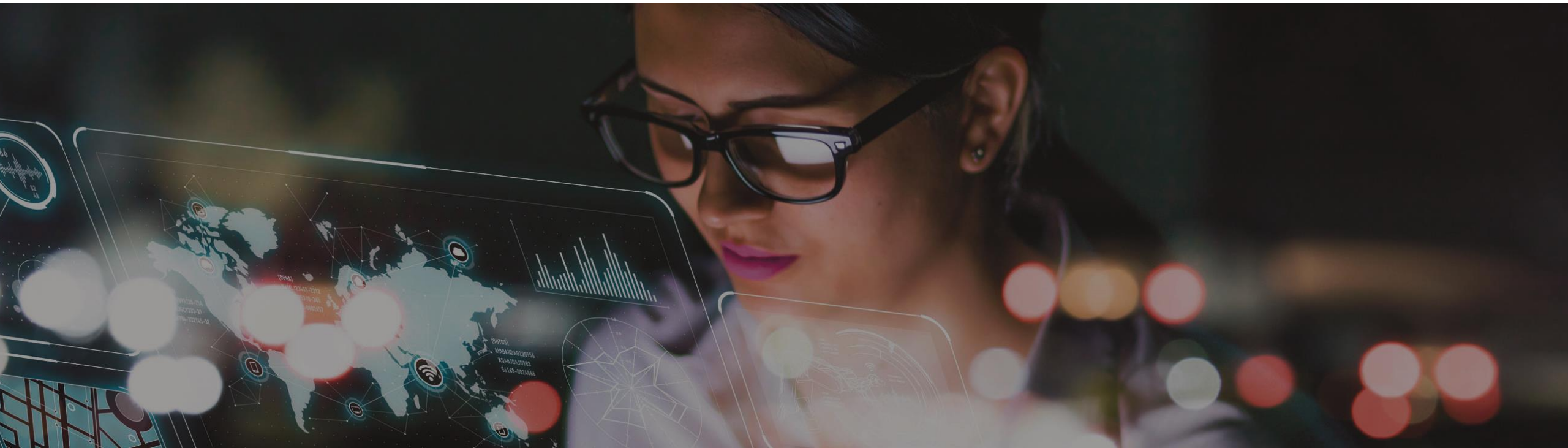
- Learning on stock
- „Once in a lifetime“
- Event based
- Outside of work context



## Intelligent User Assistance

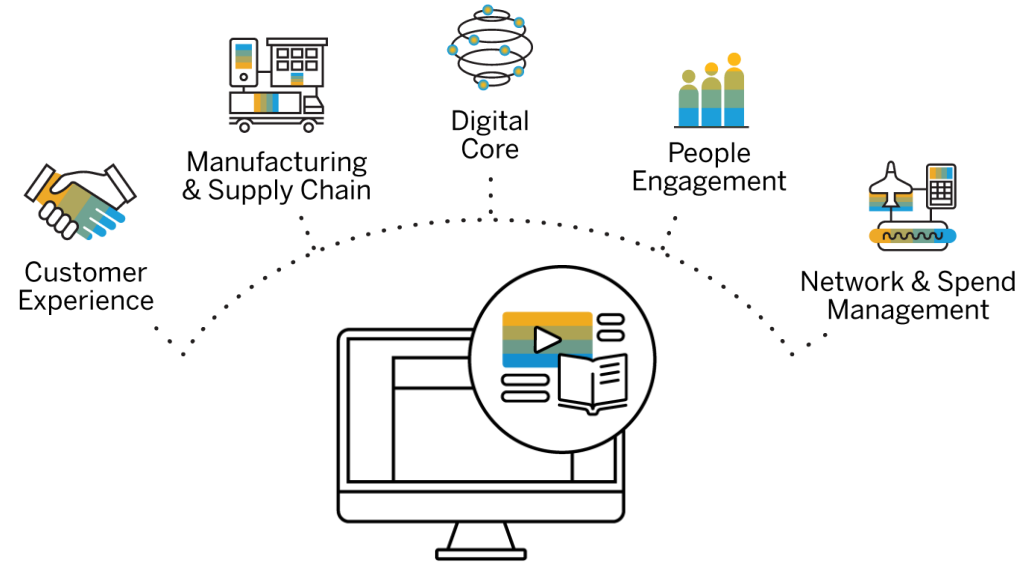
- In the flow of work
- Commit to life-long learning
- Continuous enablement
- In the moment of need

# Intelligent User Assistance in SAP Solutions



# Intelligent User Assistance for SAP Cloud Solutions

Providing SAP customers with an **inbuilt solution to onboard and continuously enable users ‘in the flow of work’** – making their organizations Best Run Businesses with SAP’s Cloud Solutions



## SAP Cloud Enablement

- Standard, always up-to-date training content included
- In-app learning, embedded in SAP Cloud software – at no extra cost
- Contextual help to assist users in moment of need

## Customization Software

- Option to license state-of-the-art SAP Enable Now software to build custom onboarding and continuous learning programs
- Build new content or adapt existing content, on your own
- Embed your training into SAP Cloud solutions

## Enablement Services

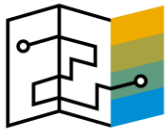
- Professional services from SAP Education or SAP partners are available to help you create or adapt new custom content
- Approved partners can create, manage, and deliver on all your enablement needs

# Intelligent User Assistance in SAP Solutions



## Contextual Help

- Descriptive explanations of screen elements directly in-app
- Resembling traditional F1 help



## Guided Tours

- In-app, step-by-step process assistance
- Useful instructions and information for each process step



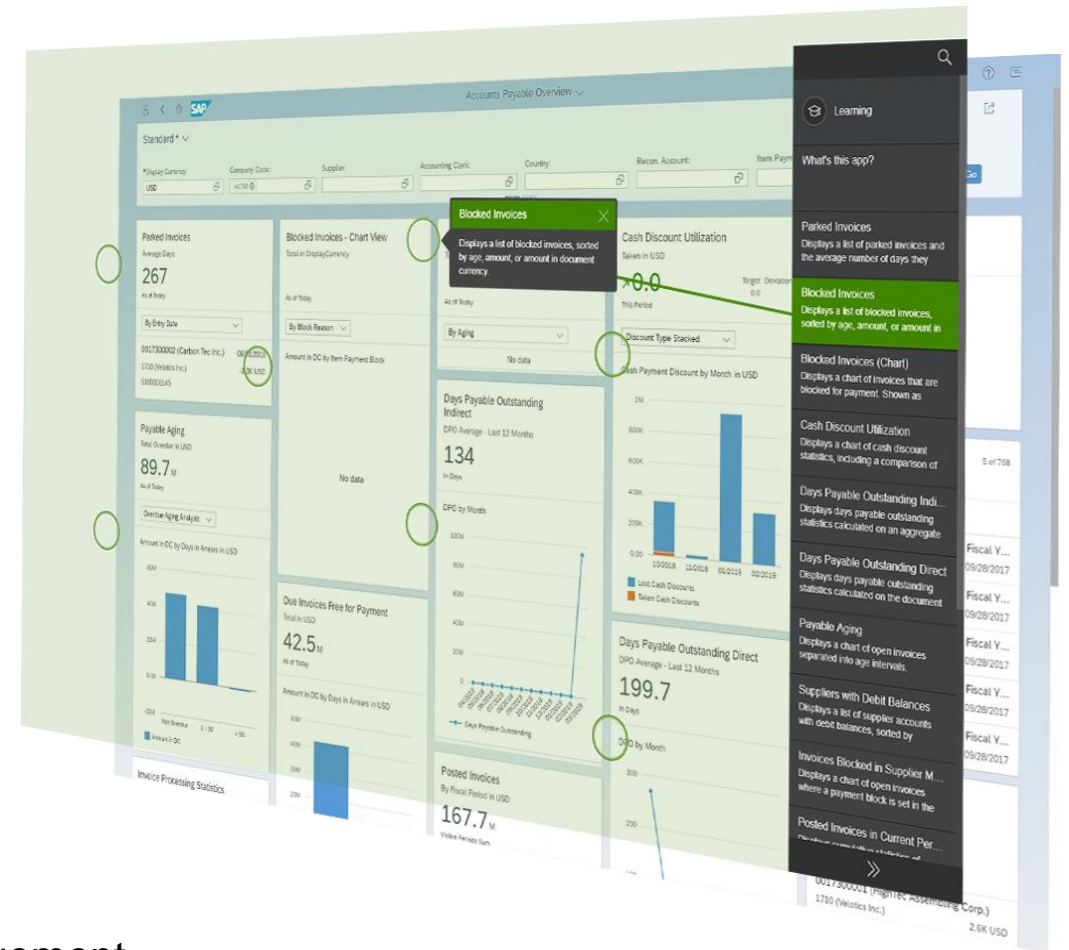
## Embedded Learning

- Getting-started tutorials to empower users
- Consumable content, either in-app or in the Learning Center



## What's New

- Pro-active notifications on new or improved interface elements
- Ideally suited to drive in-app change management





# Contextual help

Explanations of screen elements directly in-app with SAP Web Assistant

The screenshot displays the SAP My Timesheet application interface. At the top, the header shows 'My Timesheet' with a dropdown arrow. Below the header is a calendar view for the week of September 24, 2018, to September 30, 2018 (CW 39). The calendar grid shows days of the week and hours from 2 to 8. A green circle highlights the settings icon in the top right corner of the calendar view. A green line connects this icon to a 'Calendar Settings' contextual help overlay. The overlay has a green header and contains the following text:

**Calendar Settings**

**Use**

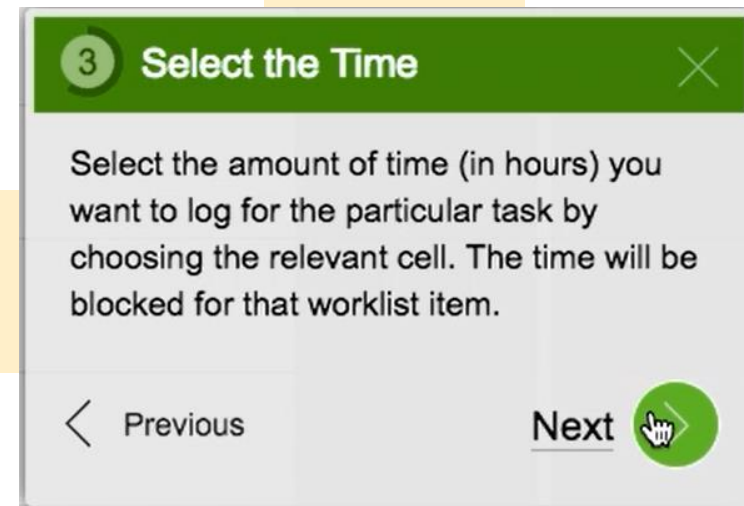
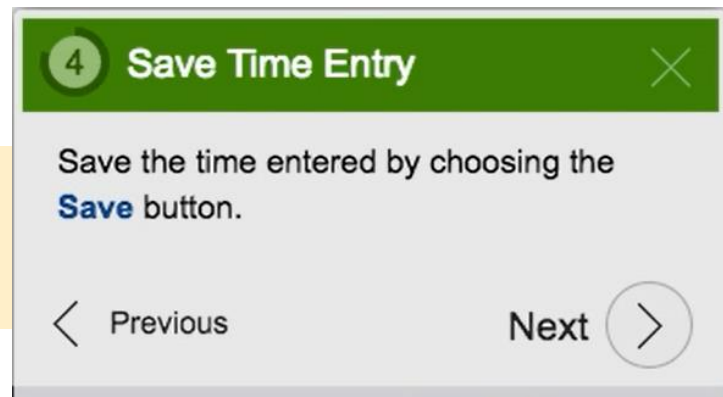
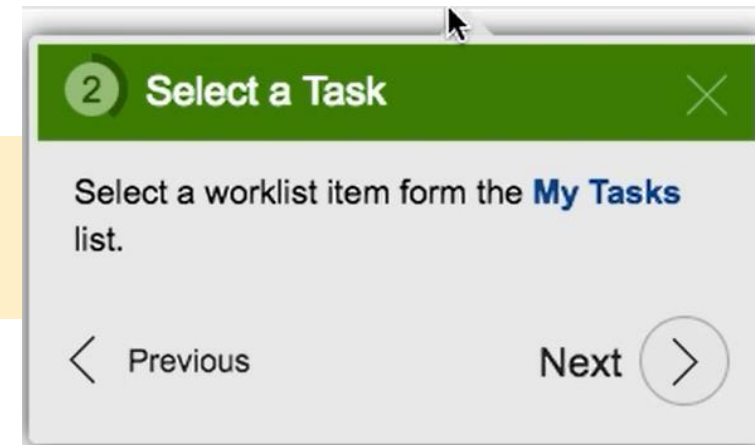
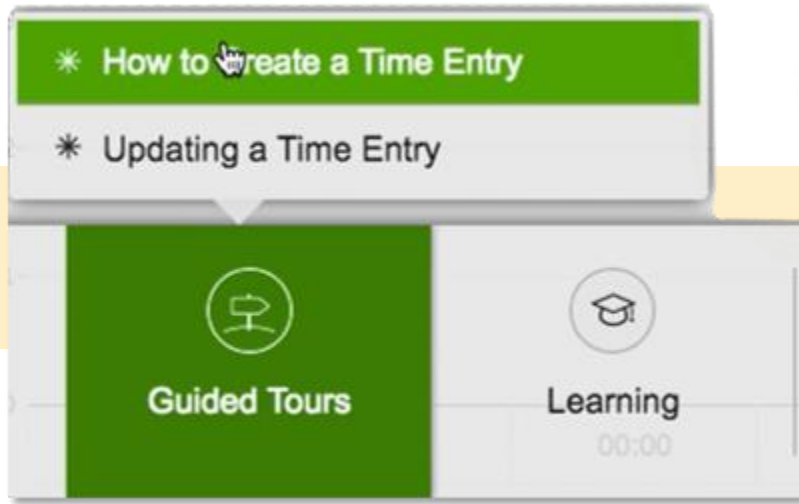
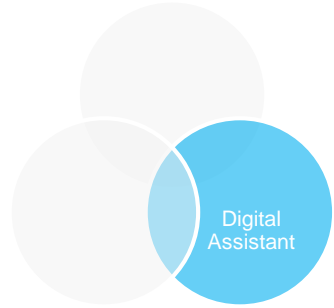
You can do the following settings on the calendar:

- Choose to show the work week
- Set the start day of the week
- Set the time format in which you want to view the time entries

Below the calendar view, there is a bottom bar with several sections: 'Guided Tours', 'Learning', 'My Tasks' (with a description: 'You can use the side panel to display the worklist items.'), 'Calendar Settings' (with a description: 'You can set the calendar using this function.'), and 'Manage My Tasks' (with a description: 'You as a contingent worker can manage the task list using this function.'). A legend at the bottom indicates the status of tasks: In Process (Saved) (blue), Sent for Approval (orange), Approved (green), and Rejected (red). A 'Not published' button is also visible in the bottom right corner.

# Guided Tours

Step-by-step process guidance directly in-app with SAP Web Assistant



# Embedded Learning

## Onboarding and continuous learning with Web Assistant – SAP Enable Now

Learning

The image illustrates the SAP Enable Now embedded learning capabilities. It features three main components:

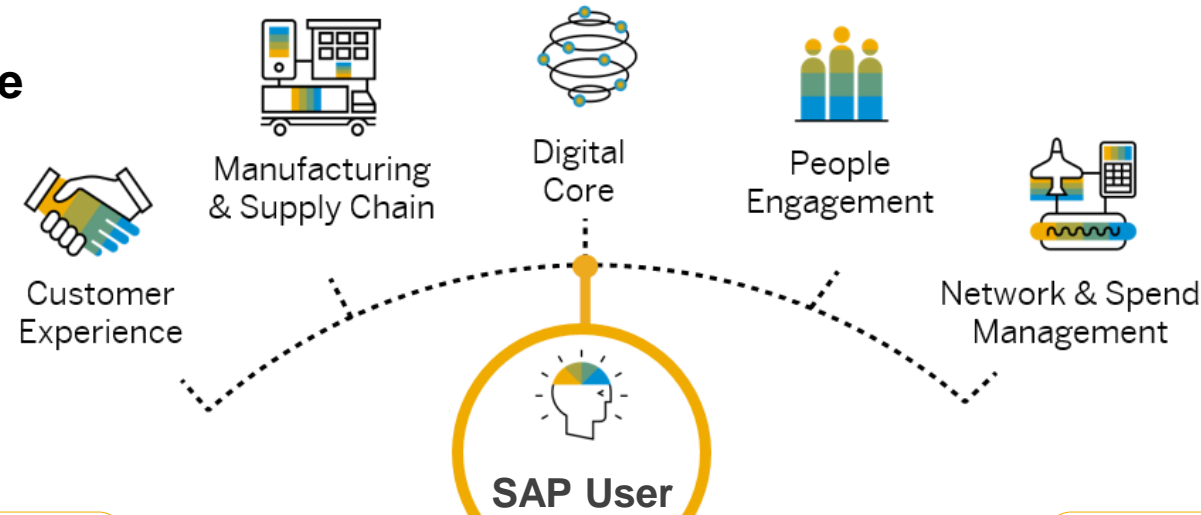
- Manage Journal Entries (Laptop):** Shows a list of journal entries with columns for Journal Entry, Header Text, Posting Date, and Amount in CC Ctry. A 'Recommended Learning' overlay suggests 'Accounting and Financial Close' and 'Managing Journal Entries'.
- Accounting and Financial Close (Desktop):** Displays a 'Process Overview' with a list of tasks such as 'Managing G/L Account Master Data', 'Assigning Semantic Tags for FSV', 'Posting General Journal Entries', 'Using Verify General Journal Entries - For Requester', 'Approving Verify General Journal Entries - For Processor (Inbox)', 'Rejecting Verify General Journal Entries - For Processor (Inbox)', 'Editing a Rejected Verify General Journal Entry (Requestor)', 'Managing Journal Entries', 'Displaying G/L Account Balances', 'Displaying G/L Account Line Items - Reporting View', 'Viewing Audit Journals', 'Clearing G/L Accounts - Manually', 'Clearing G/L Accounts', 'Displaying Financial Statements', and 'Displaying Cash Flow Statements'.
- Learning Center (Pop-up):** A central hub for learning, listing various business processes like 'Accounts Payable', 'Asset accounting', 'Basic Cash Operations', 'Consumable Purchasing', 'Direct Debit', 'Fieldglass - Invoice Integration with...', 'Invoice Processing by Open Text', 'Payment and Discount Manageme...', 'Procurement of Direct Materials', 'Production Subcontracting - Extern...', 'Purchase Contract', 'Requisitioning', 'Return to Supplier', 'Sales Processing using Third-Party...', and 'Service and Material Procurement - ...'.

Standard content can be edited or enhanced via **SAP Enable Now**

# User experience for the Intelligent Enterprise

One consistent user onboarding and enablement experience across the entire Intelligent Enterprise Suite

## Intelligent Enterprise Suite



1 The **Intelligent Suite** offers a best-in-class enablement experience, that is consistent across the entire suite.

4 **Help Portal** contains the official SAP documentation and offers access to dedicated Learning Journeys.

**In-app Enablement Experience**  
SAP Enable Now / Web Assistant  
In-app Help & Learning Content  
Help Portal & Learning Journeys

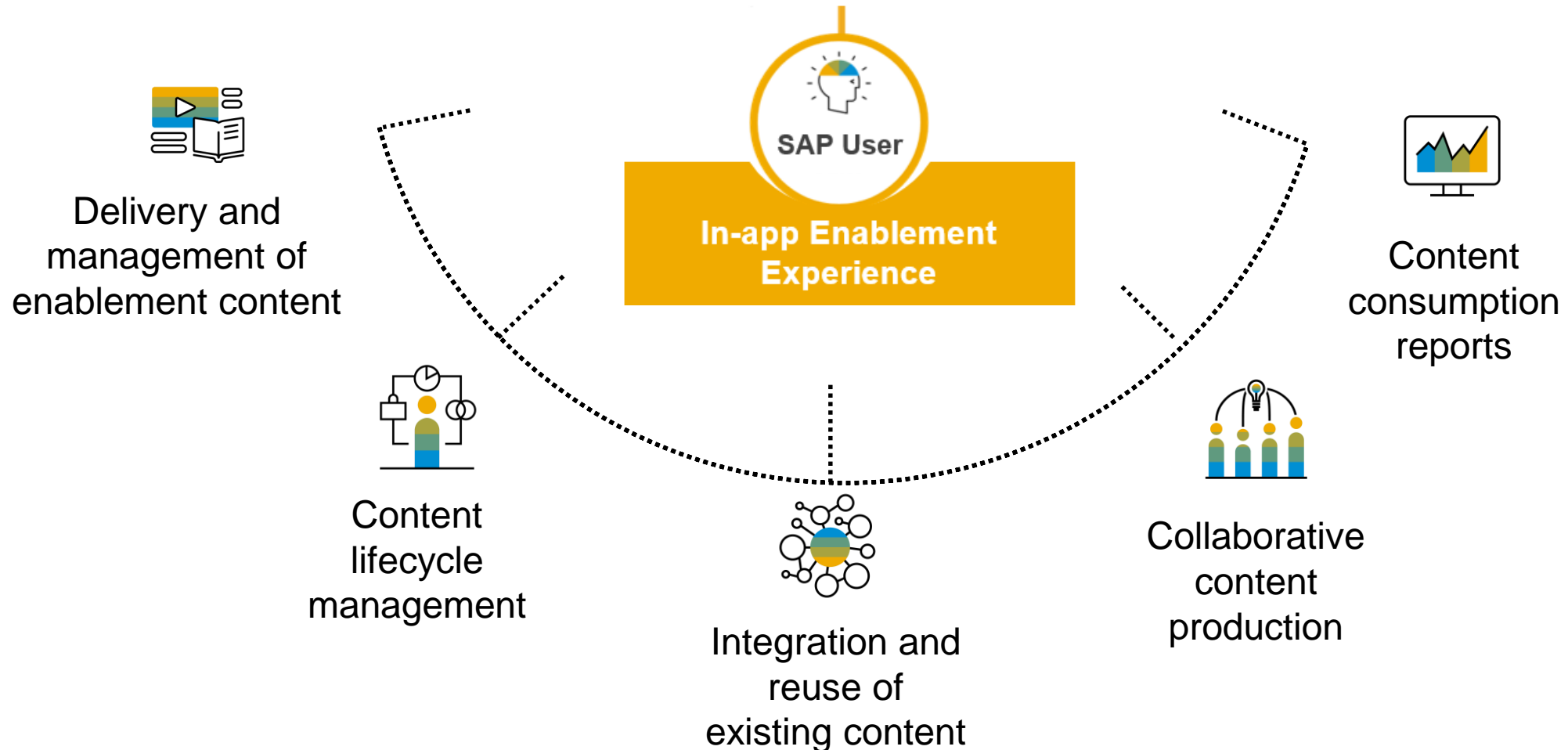
2 **SAP Enable Now / Web Assistant** integrated in applications (and UI technologies) as the in-app help & learning.

3 **In-app Help & Learning Content** for users for most important scenarios delivered as part of the product.

# Building the enterprise knowledge framework

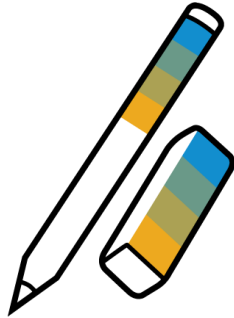
One consistent user-onboarding and enablement experience across the entire Intelligent Enterprise Suite

## Intelligent Enterprise Suite



# Customize and enhance content delivered by SAP

**Edit** the standard SAP in-app user assistance content easily and directly within the application



**Customize** the design and choose display variant for the intelligent user assistance framework



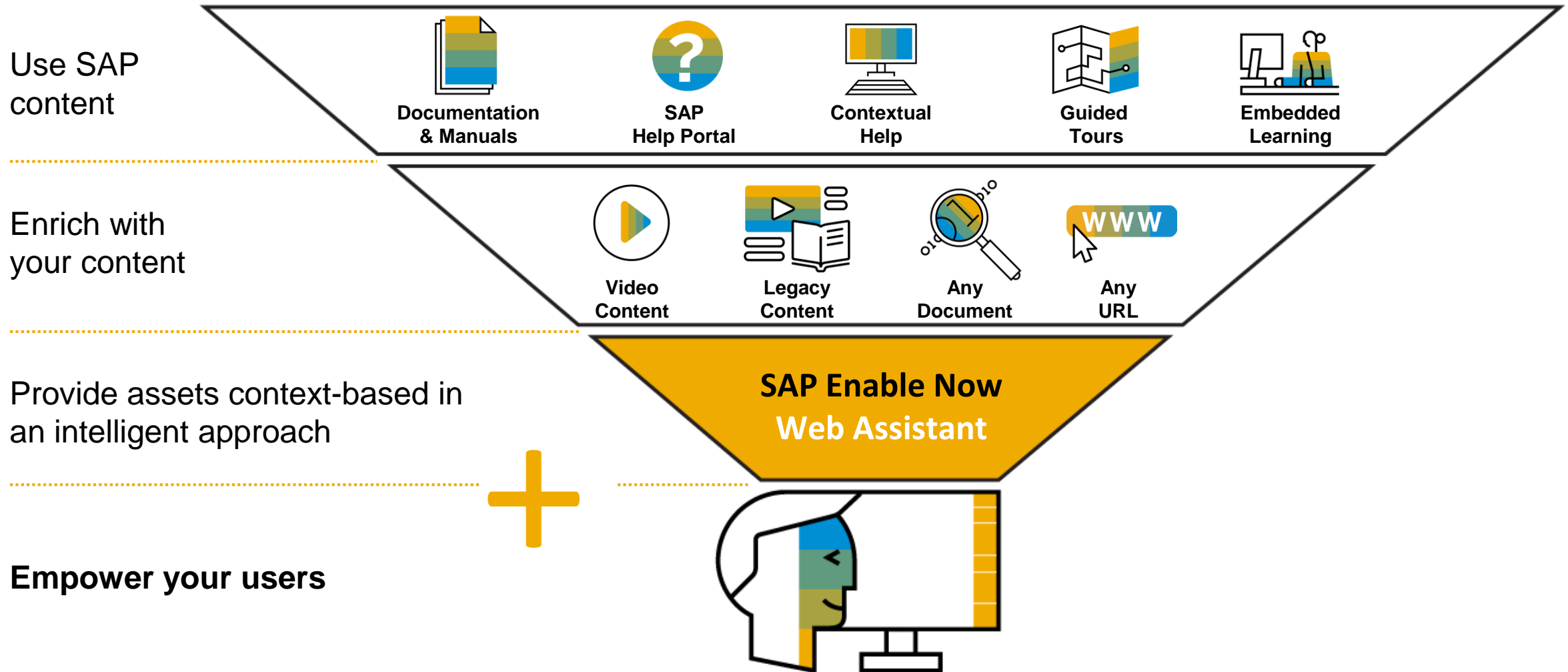
**Create** your own, specific user assistance content easily or reuse and embed your legacy content



**Localize** all user assistance content to meet the needs of your global workforce



# Provide only the most relevant enablement assets





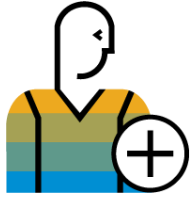
# Employee Knowledge Care

Intelligent user assistance supports users along the full employee lifecycle



## Recruit

Identify and assess knowledge



## Onboard

Shorten time-to-competency

Job orientation & training modules

Simplify user experience



## Work Immersion & Productivity

Reduce time searching for assets

Increase data quality

Increase user adoption

Reduce user errors

Increase employee engagement



## Career Advancement

Reduce need for formal training

Enhance knowledge retention

Encourage self-service

Cut the learning curve



## Retention

Overcome and smooth transitioning periods

Avoid user confusion

Increase change adoption

Keep pace with evolving technology



## Offboard

Ensure knowledge stays in company

# Further enhance your learning with SAP educational services

## Enablement Services



SAP Cloud  
Enablement



Customization  
Software



**Enablement  
Services**



**Advisory Services**

Conduct **Enablement Assessment**

Define **Learning Strategy**

Define and Deploy **Enablement Project Governance**

Conduct **End User Learning Needs Analysis**

Define and Deploy **Organizational Change Advisory Service**



**Deployment Services**

Deploy **SAP Enable Now**

- Technical Implementation
- Strategy and Configuration
- Training and Enablement
- Coaching and Lifecycle Services

Customize and Develop Learning Content with **SAP Enablement Content Factory**

Train the Trainers

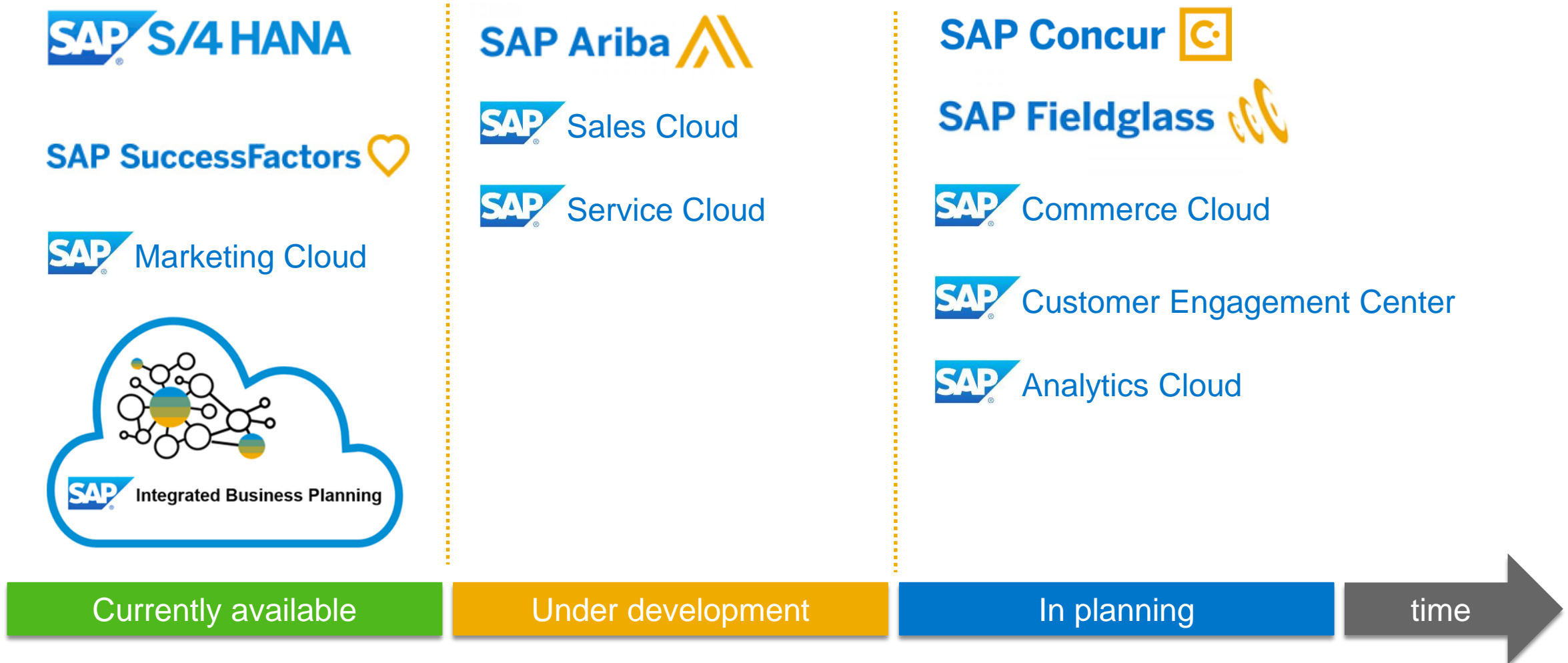
Deploy Learning



**Analysis Services**

**Monitor Learning Success**

# Intelligent Enterprise Suite – Overview on SAP Enable Now integration status



# Your benefits

Intelligent user assistance helps your company to run best



## Ensure growth

- Increase user productivity
- Empower your employees
- Optimize return of investment



## Save Costs

- Reduce costs for enablement content production
- Save costs for classroom training
- Reduce support and helpdesk costs



## Outrun Competitors

- Increase success rates of any change event
- Increase compliance
- Gain competitive advantages

# Call to Action

**Understand the business value of end-user enablement:**  
plus 50% greater improvement across KPIs \*

**Update your Learning Architecture & Learning Culture!**

**Identify how to apply intelligent user assistance “in the flow of work”**

**More Info, Service and Support Pavilion, Table SE 730 and SE 728,  
SID 86633 and 86634**

\* Source: IDC White Paper, sponsored by SAP, How Much Is Enough? Defining How Much Training Is Required to Achieve Maximum Business Value, August 2018

# Introducing SAP S/4HANA Simulation: Play to win in a live competition

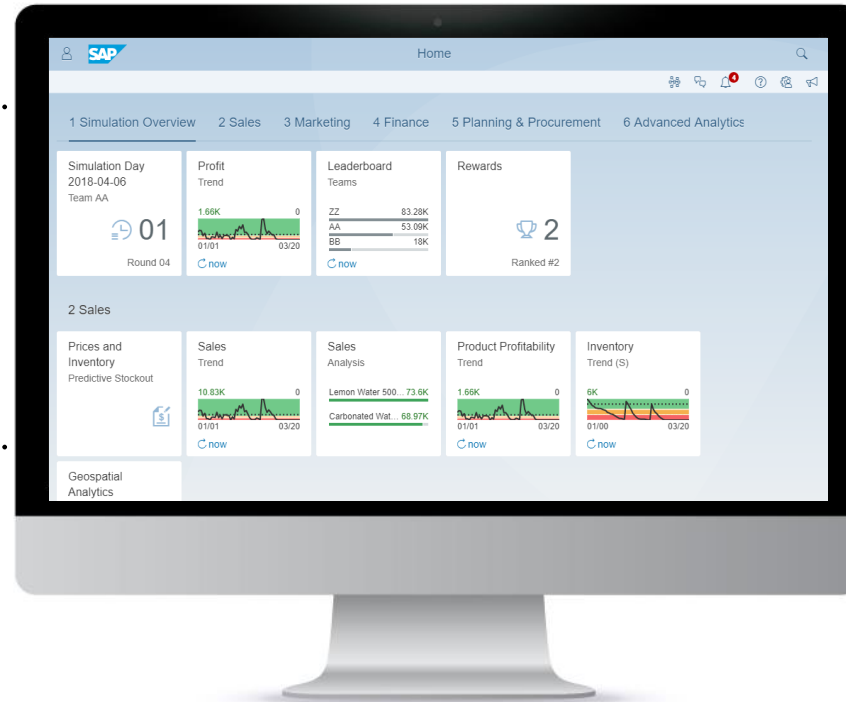
Experience the power of real-time enterprise collaboration in a fun environment. In groups of 10 - 25, players compete against each other to discover first-hand how SAP S/4HANA solutions can help you run better.

## Experience SAP S/4HANA

Solve real business problems and get hands-on experience with the only simulation that runs on a live SAP S/4HANA system.

## Analyze your results

Gain first-hand experience with end-to-end process integration and the real-time analytics in a competitive business setting.



## Run your own business

Teams make key business decisions while executing multiple business transactions, such as planning, sales, marketing, procurement, production, and finance.

## Engage your team

Live competition promotes an engaging, fun experience for all levels of employees, from C-level executives to line-of-business and IT managers, to end users and new employees.

# Drive SAP S/4HANA adoption for all users, at any level

Real-time enterprise systems offer tremendous value. Yet, user adoption continues to be a challenge. Drive adoption by enabling users to experience the power of real-time integration with SAP S/4HANA Simulation.



Develop  
problem-solving  
skills with real-  
time analytics



Build  
commitment to  
change



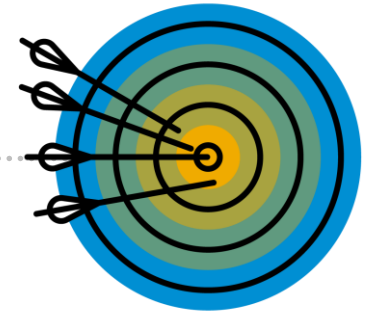
Collaborate  
across the end-  
to-end process



Align business  
and IT strategy



Use gamification  
to speed up  
learning





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session evaluation on the  
SAPPHIRE NOW and ASUG  
Annual Conference mobile  
app.



# 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 [jan.meyer@asug.com](mailto:jan.meyer@asug.com)

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