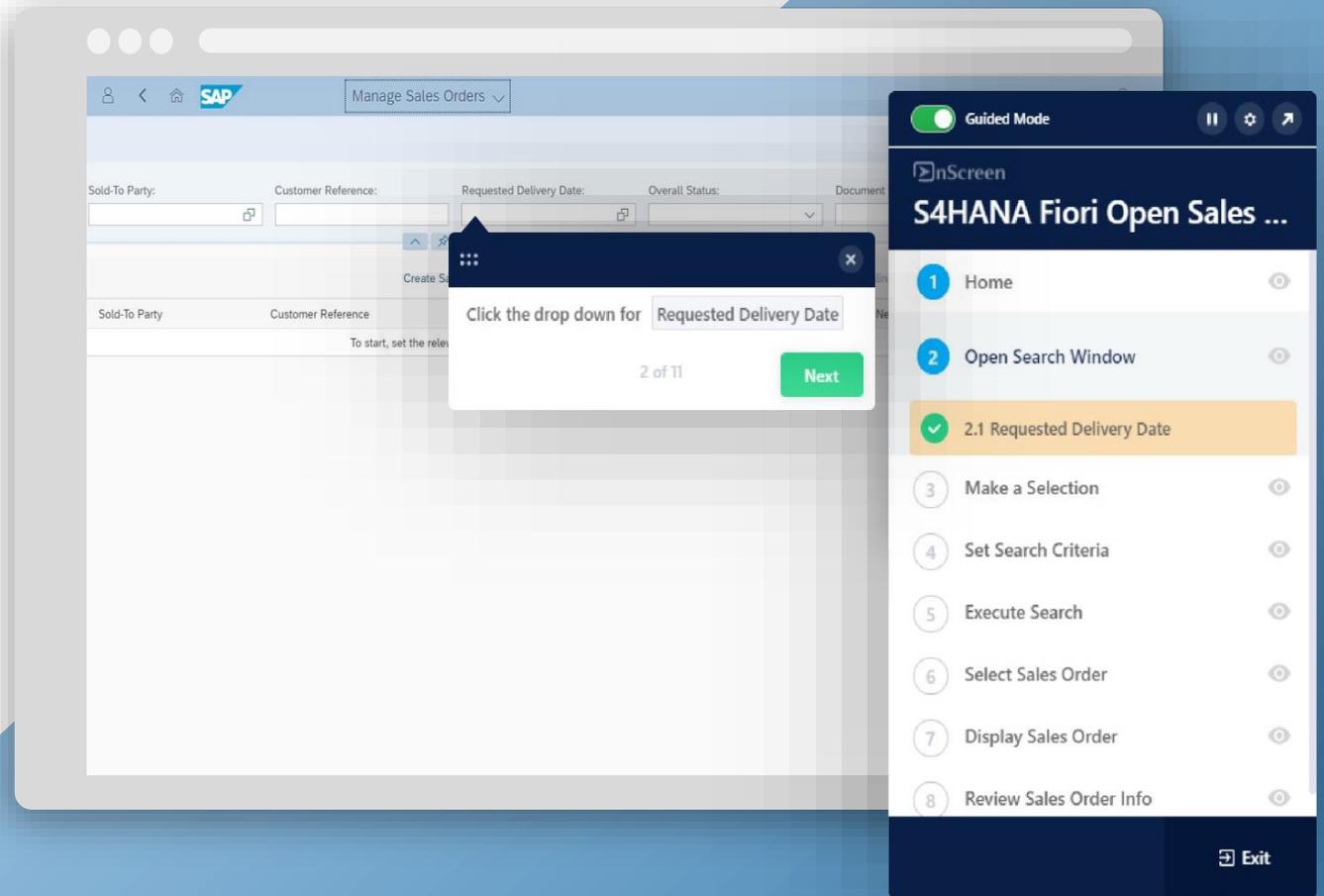




The Secret to slashing  
**SAP process**  
**documentation time**  
**by 5x:**  
The Calian Story

AWARDS



# Challenges Faced by Organizations Today

**Pace of Digital Transformation Accelerated**

**9.4 business applications**

Used Daily by the average Business Worker

- Fortune



**Poor History of Success**

**55% to 75%**  
Of ERP projects fail to deliver on the expected ROI.

- Gartner



**Outdated Tools and Methods**

**9.6 Hours a Week**  
Wasted by Users Searching for Information to do their Job

- McKinsey

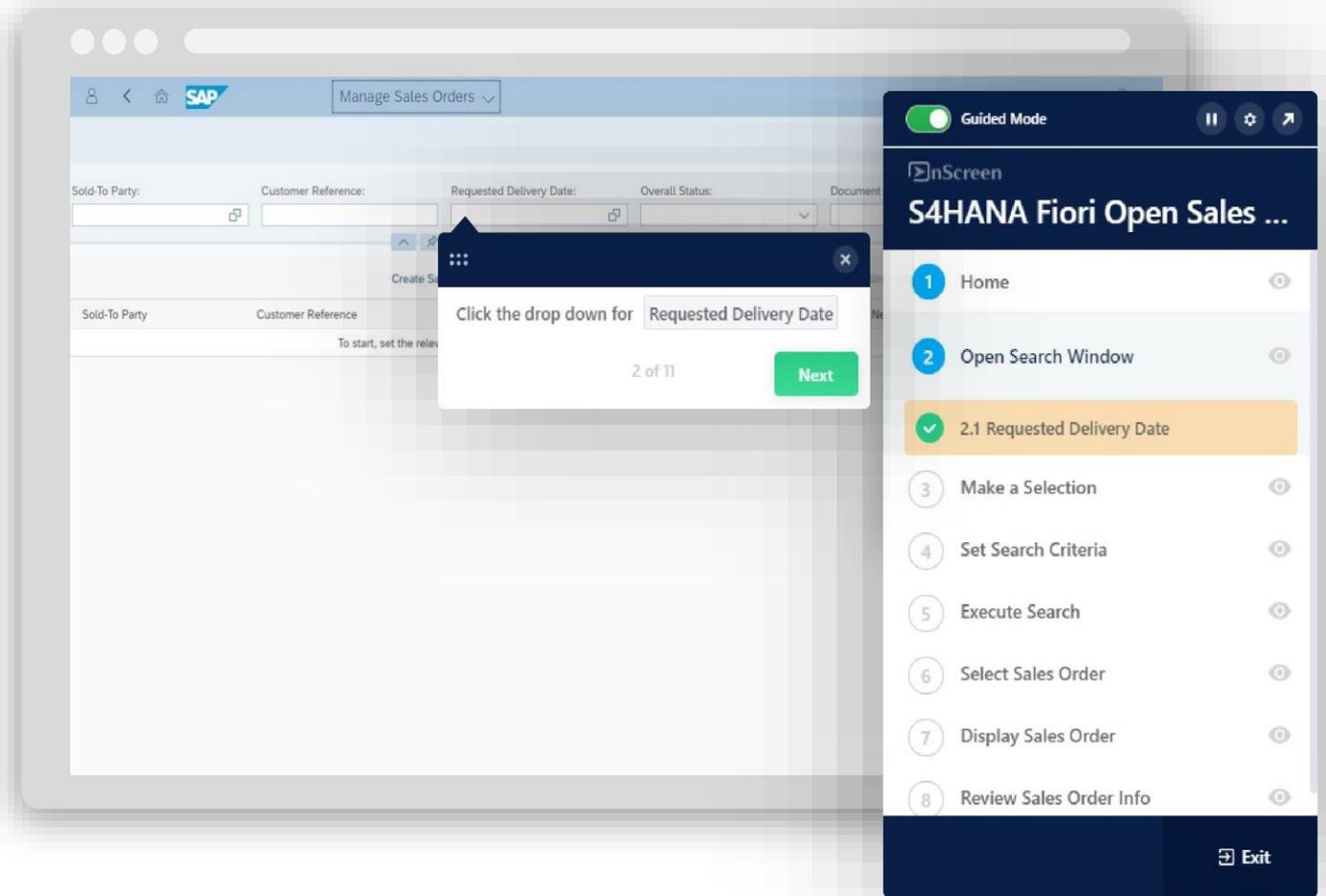
# The Rise of the Digital Adoption Platform

70% of enterprises will use a Digital Adoption Platform by 2025 - Gartner



A Simple & Effective Tool to Accelerate Software Adoption.

- ✓ In-App Contextual Guidance
- ✓ Messaging & Announcements
- ✓ Usage Analytics



# When User Adoption is Most Critical



The screenshot shows the SAP OnScreen guided help interface for the 'Create Vendor: Initial Screen' transaction. The main window displays the 'Create Vendor: Initial Screen' form with fields for Vendor, Company Code, and Account group. The 'Vendor' field contains the value '123456'. A callout box points to this field with the text: 'Enter a Vendor Number as defined by the numbering convention'. Below the main window, a 'Guide Name' pane shows the 'FK01 - Create Vendor' guide with a list of steps: 1. Create Vendor: Initial Screen, 1.1 Vendor (highlighted with a green checkmark), 1.2 Company Code, 1.3 Account group, 2. Create Vendor: Address, 3. Create Vendor: Control, 4. Create Vendor: Control, 5. Create Vendor: Payment transactions, 6. Create Vendor: Accounting information Accounting, and 7. Create Vendor: Payment transactions Accounting. The SAP logo is visible at the bottom of the screen.

OnScreen provides contextual guided walkthrough help to business users directly in SAP or Any Web Application.

[Explainer Video](#)

**SAP**<sup>®</sup>



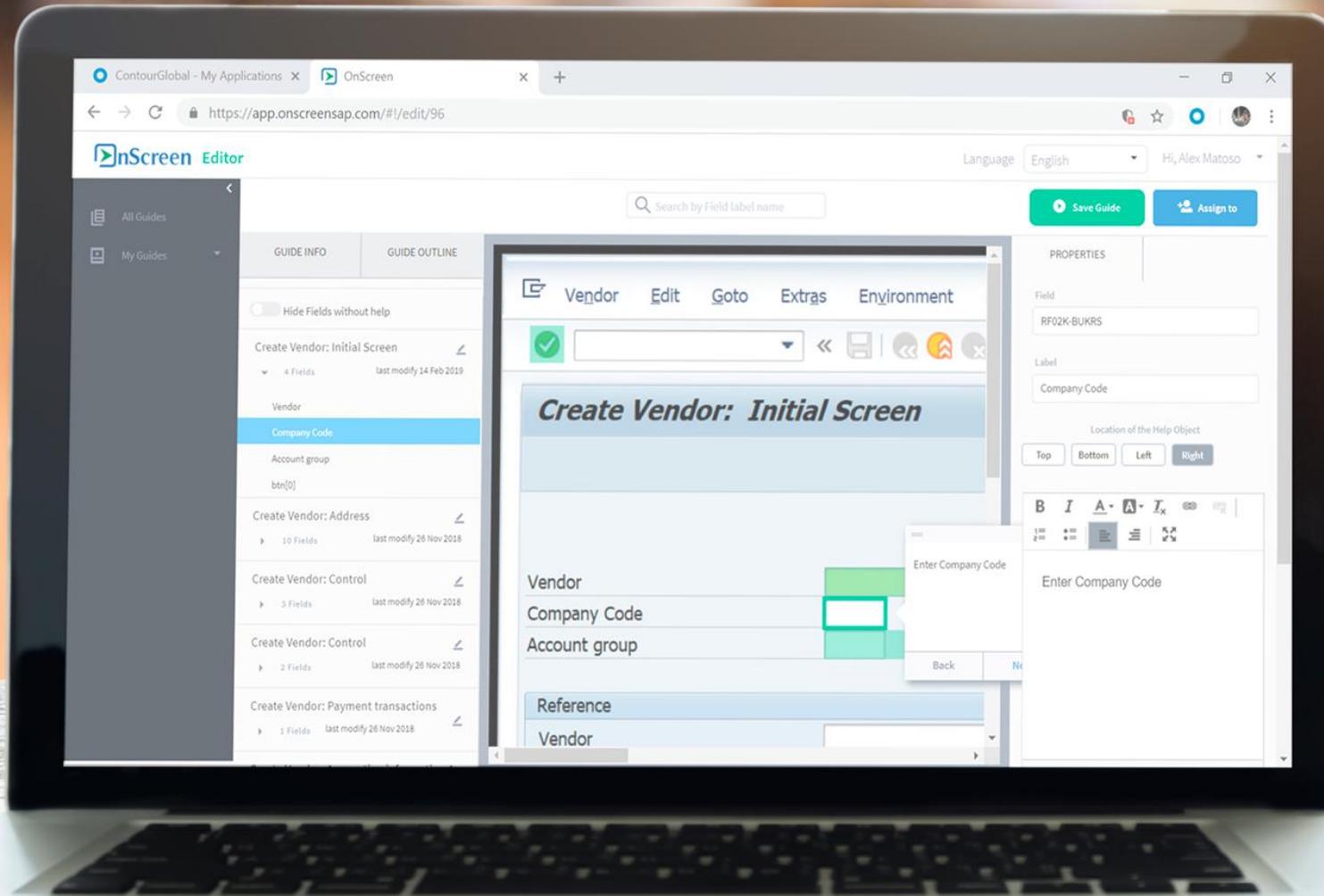
# Faster than Screenshots

27

Minutes

“OnScreen enabled our Trainers to Record, Edit and Publish a Guide in **27 Minutes on first try** instead of 5 days.”

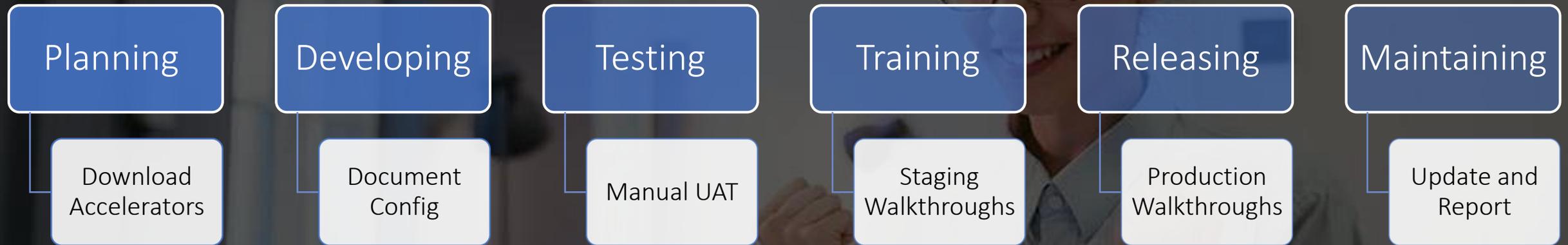
Global SAP COE Director



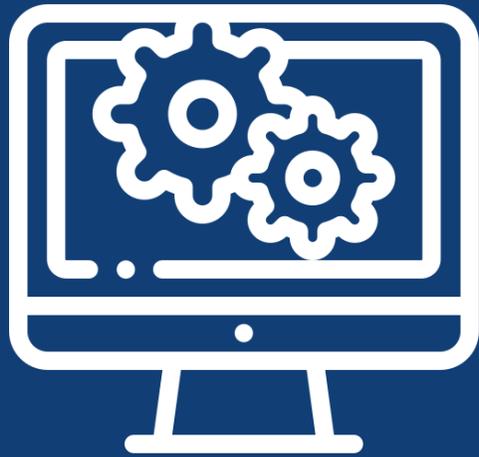
 nScreen Demo



# When to use OnScreen for Workforce Performance



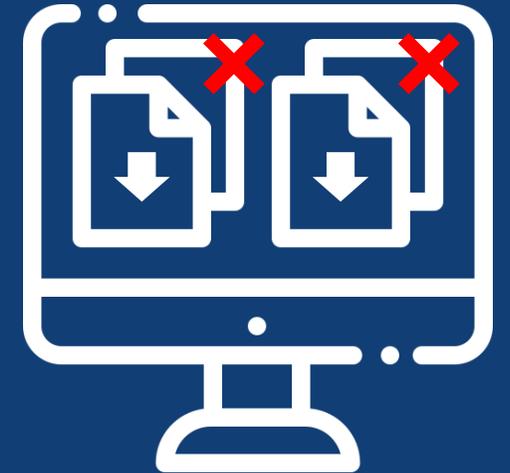
# QUICK EASY SETUP



Desktop Helper  
& Recorder



Web Designer  
& Publisher



No installation is  
required on the  
SAP Server

# The Calian Story



-  Ottawa, Ontario, Canada
-  5001-10000
-  Public
-  [calian.com/en](http://calian.com/en)

### Mission

We help the world communicate, innovate, learn and lead safe and healthy lives—today and tomorrow.



Calian ranked as one of  
Canada's Best Employers

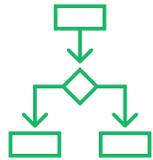


### 4 Major Segments

- ✓ Advanced Technologies
- ✓ Health
- ✓ Learning
- ✓ IT & Cyber Solutions

# The Situation and Challenges

- S4HANA implementation already in flight.
- Bringing all manufacturing functions into the new instance of SAP
- First engaged OnScreen in May 2021.
- Go-live scheduled for October 2021.



## Large Changes

Over 500 new or changed processes.



## Time Crunch

Only 5 months to be ready



## Constrained Resources

Small team under 10 people.

# Strategy to Start Sooner than Later

Leverage Across the Project Lifecycle



## Planning

Download  
Accelerators



## Developing

Document  
Config



## Testing

Manual  
UAT



## Training

Staging  
Walkthroughs



## Releasing

Production  
Walkthroughs

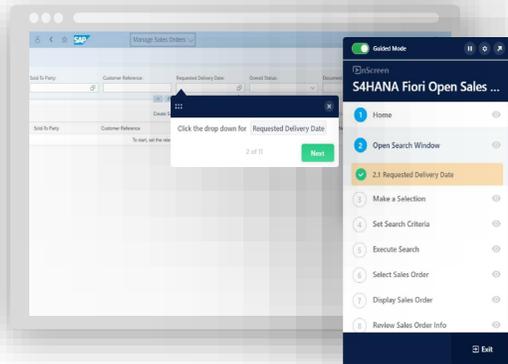
Create & Capture documentation during testing rather than after.

# How Calian did it



## Testing

### Start as Early as UAT

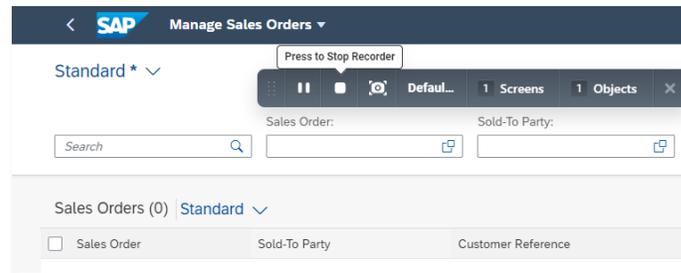


Used OnScreen to document steps executed during UAT as the basis for completing documentation.



## Documentation

### Testers Auto-Capture Processes with OnScreen

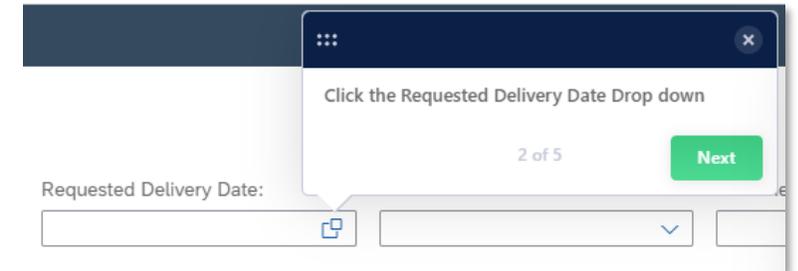


Testers ran OnScreen for all UAT executions and captured over 600 processes this way with no extra effort.



## Onboarding

### L&D Team Formats and Publishes OnScreen Guides



L&D Team then annotated the “Guides” created during UAT to add helpful text for the end user documentation.

# Results by the Numbers

Time to create documentation manually (per process)

**5 hrs**

Total time to create documentation manually

**3050 hrs**

Time to create documentation with OnScreen

**1 hr**

Total time to create documentation with OnScreen

**610 hrs**

# of processes digitized as OnScreen Guides



**610**

Total time savings (5X Improvement)



**2440 hrs**

“

“The OnScreen team is awesome. They always support their clients. It is a great tool and It is easy to learn.”

**Hassan M.**

**L&D Lead at Calian**

## BONUS

Once the project team created the shell during UAT, different resources were used to annotate/add text to the documentation. This **freed up the most critical project resources** to work on other, high priority items.

# Next on Calian's Journey



SuccessFactors for HR Employee Self Service and Manager Self Service

Establishing Learning as a Shared Service Center with a User Adoption COE



# Why Calian chose OnScreen



## Simple to roll out and use

There's no server installation. OnScreen is simple to use and easy to rollout. Anyone can create and share a guide in just minutes.



## Dedicated support with SAP expertise

Each dedicated customer success manager has S4HANA implementation experience and Project Management Experience.



## Reduce costs.

Getting started with OnScreen has a lower total cost of ownership. There are no implementation costs or ongoing server maintenance.



## Accelerate and Get more done.

OnScreen offers 100s of templates and accelerators. Users are self enabled and can get their jobs done much faster.

# Book a Demo:

<https://www.onscreen.us/>

# Ready for a Pilot?

Contact [Info@OnScreen.us](mailto:Info@OnScreen.us)

# Follow us on LinkedIn:

<https://www.linkedin.com/company/onscreensap>

# Check out our Blog:

<https://blog.onscreen.us/>

AWARDS



FEATURED BY



thank you!

