Keynote: Mindset Consulting

Trials, Triumphs, & Wisdom of Enabling SAP User Experience (UX)

Chicago Chapter
April 28, 2022

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Agenda

- **Presenter Introduction**

- **Topic Overview & Background:** Trials, Triumphs, & Wisdom of Enabling SAP User Experience

- **Discussion Flow:**
    - ERP Related UX Topics– SAP ERP, ECC, & S/4HANA
    - Integration & Extensibility Related: Business Technology Platform (BTP)
    - Digital Transformation Ingredients - UX, Mobile, and Platforms

- **Question & Answer Session**

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Presenter

Dinesh Chhabra
Mindset Consulting
Principal Architect

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Topic Overview & Background

Trials, Triumphs, & Wisdom
of Enabling SAP User Experience

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ERP Related UX Topics
SAP ERP, ECC, & S/4HANA

ERP Related Topics - Trials
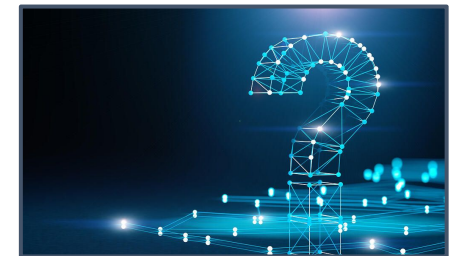## SAP ERP, ECC, and S/4HANA

Knowledge & Talent Gap

Misunderstanding of SAP Products
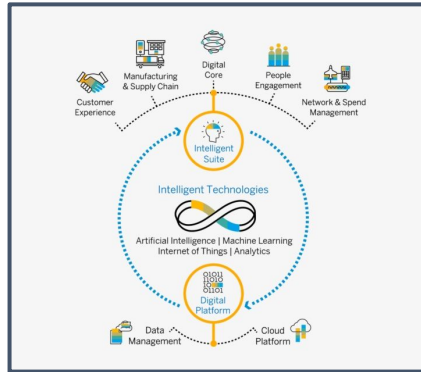

Major Differences in UX/UI

Business Continuity & Flow

Contextualized Technology

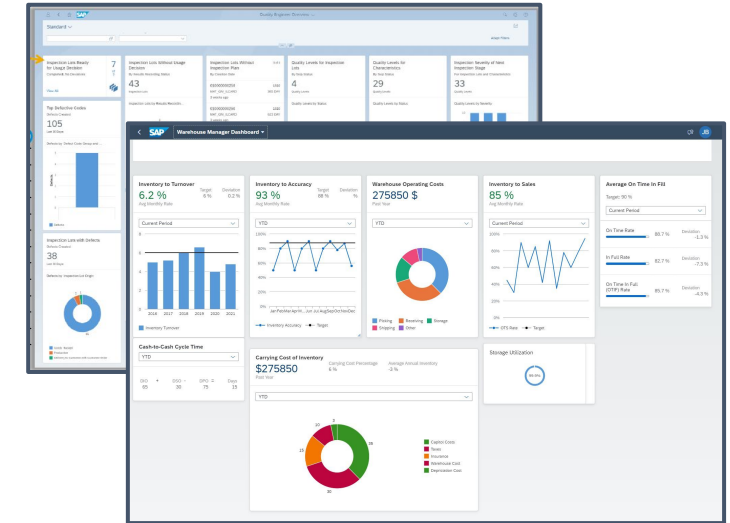aSUG

ERP Related Topics - Triumphs
SAP ERP, ECC, and S/4HANA

Intelligent Enterprise
Machine Learning, Deep Learning,
Artificial Intelligence, Automation,
Robotics Process Automation

Explore   Discover   Design   Deliver   Run & Scale

Implementation Approach
Fit to Standard & Design Thinking
vs
Bespoke/Tailored, Fit to Template

S/4HANA Analytics
Embedded/In-Line
SAP Analytics Cloud
(Drill through & back, getting more
contextualized)

Future Triumphs:
- Understand, improve, transform and manage their business processes at scale with SAP Signavio
- Enable a future with zero emissions, zero waste, and zero inequality while chasing Zero -> Sustainability with SAP

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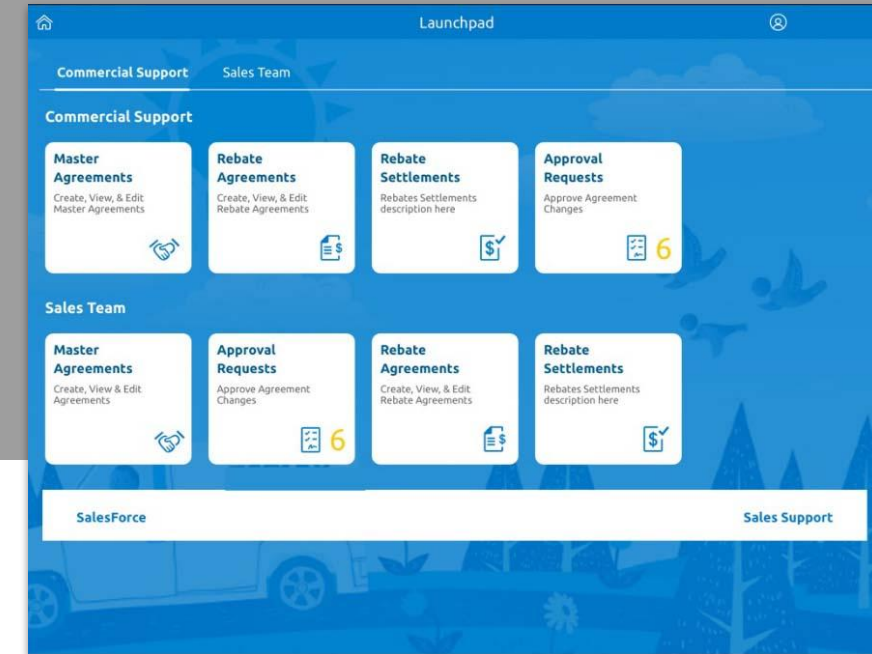# Fortune 500 Water, Hygiene, and Energy Company.

Streamlining the Sales Agreement Management Process Across Divisions

With 50,000 contract changes every year, the client needed to **harmonize, simplify, and improve the processes** for managing sales agreements across all divisions. Mindset's FIORI-based system provided the client with a standardized, cross-divisional solution that streamlines interactions and speeds decision-making.

24,000	**90%**	**2.75**
hours saved	**reduction**	**days saved**
waiting for batch jobs in first 3 months	**in average length of agreement approval process**	**in training time per employee**

8

ERP Related Topics - Wisdom
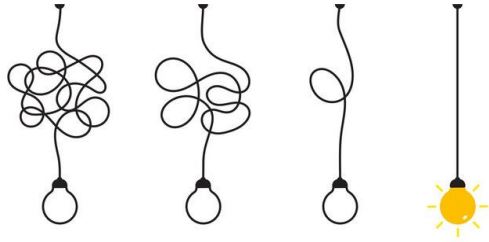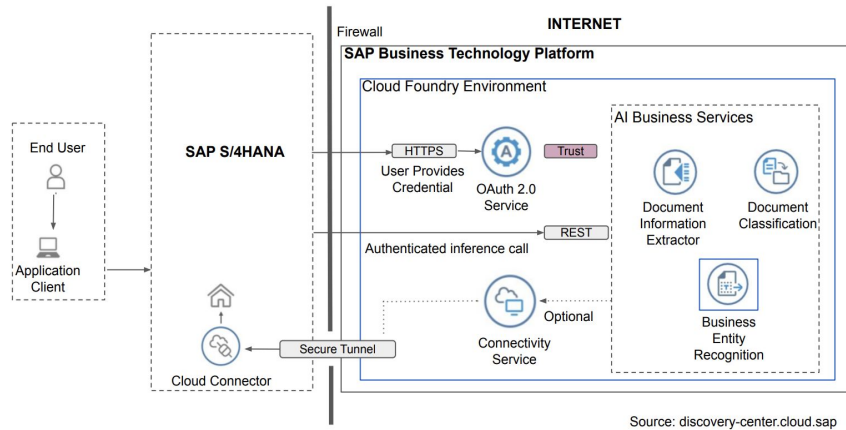## SAP ERP, ECC, and S/4HANA

Simplify

Upgrade

Inspect and Adapt

Integration, Innovation & Extensibility
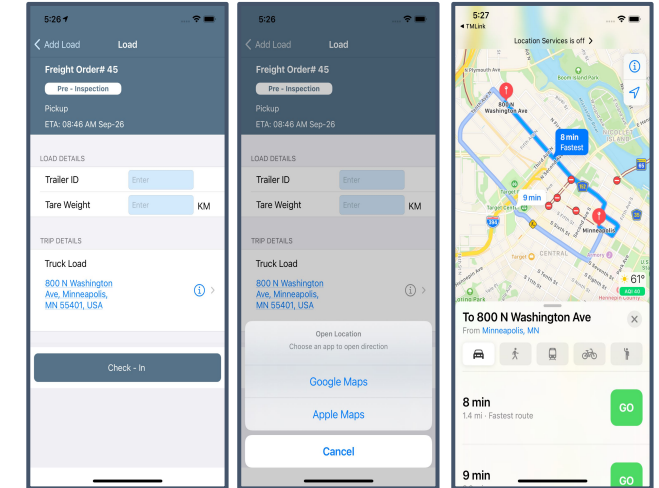SAP BTP Overview
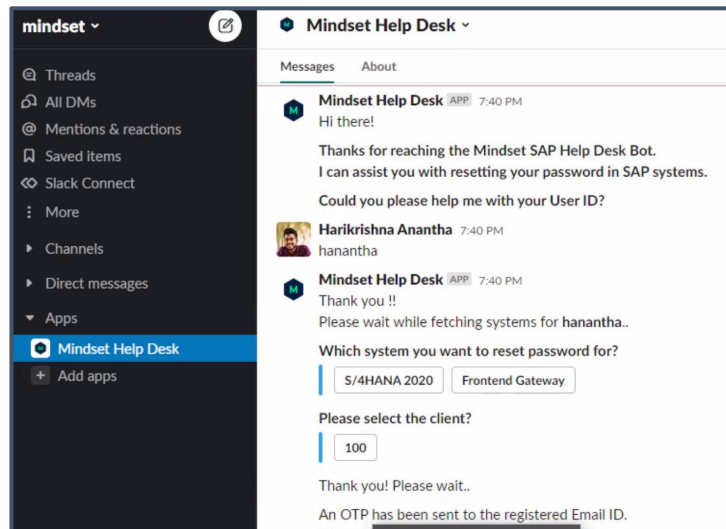
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SAP BTP - Popular Innovation Services

SAP iRPA

Source: discovery-center.cloud.sap

Mobile Services

SAP Analytics Cloud
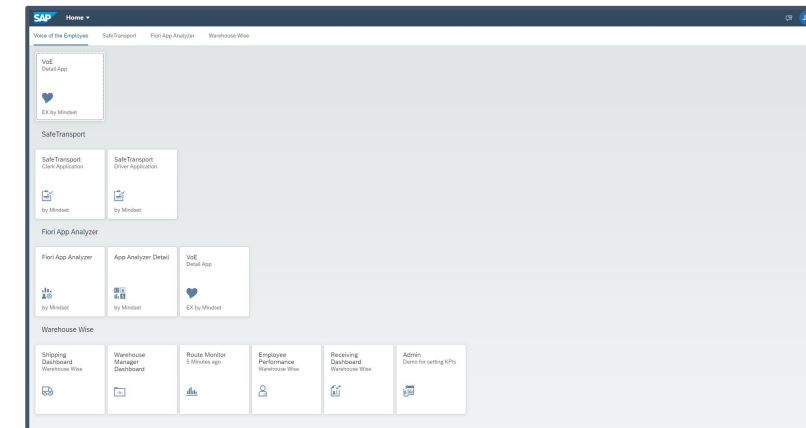

SAP CAI

BTP Central Entry Point

Xcel Energy
## Improving the Field Reporting Experience

For Xcel Energy's thousands of field workers, tracking their hours required utilization of a cumbersome, desktop- based legacy system. The company recognized the problem and set out to transform its field reporting experience. Using a **Fiori application hosted on SAP's Cloud Platform**, Mindset created a new mobile-enabled Field Time Entry application that reduced effort, increased efficiency, and improved the bottom line.

22+
hours saved
per worker
on an annual basis

91,000
hours saved
per year
on total time entry

Millions
in cost savings
resulting from new system
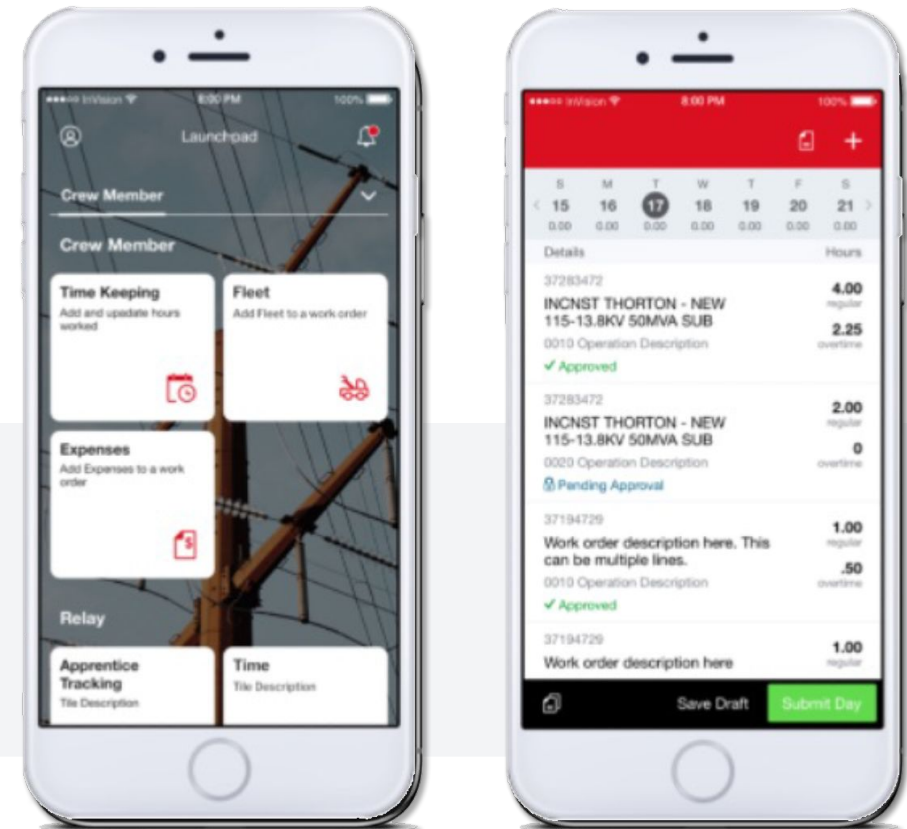
Innovation, Extension and Extensibility - Wisdom
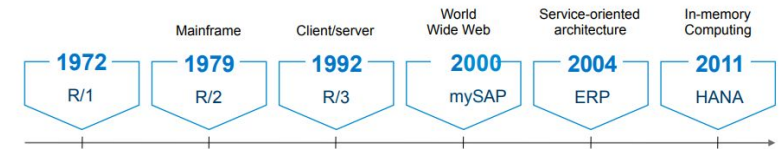## SAP BTP Overview

Start

Iterate

Inspect and Adapt

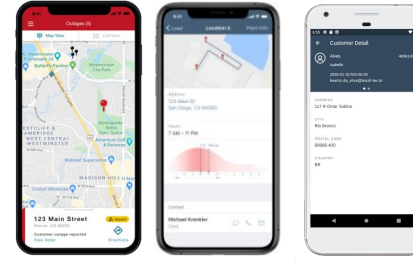# Digital Transformation Ingredients
UX, Mobile, and Platforms

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The SAP UX Progression

Mobile

The UX that users expect. But it's always evolving…

NWBC

Used to display Web Dynpro ABAP and Java Applications, BSP Applications, HTML Pages, and PDF
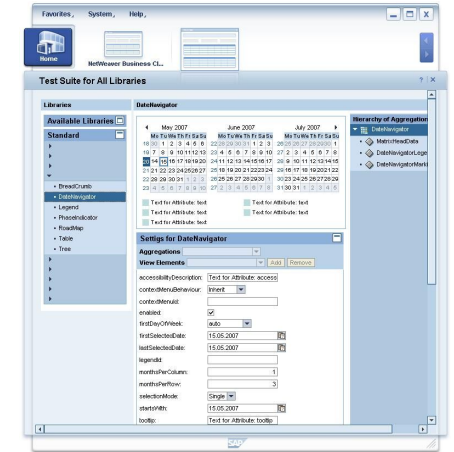
Fiori UX

No longer using proprietary technology, single page applications to start, and default SAP S/4HANA UX

SAP GUI

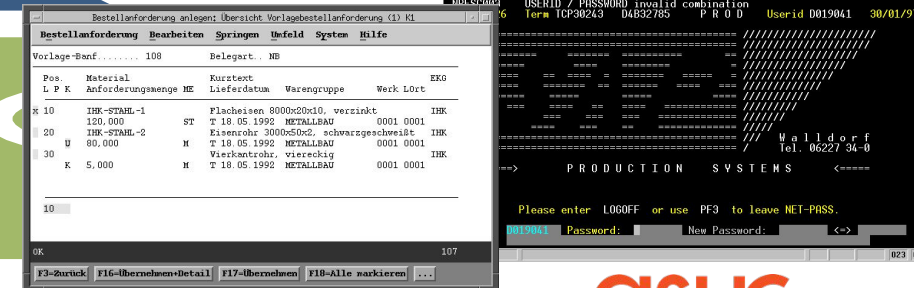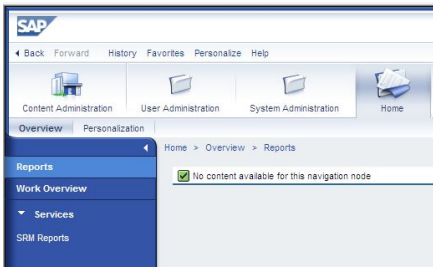Still going strong since 1992. HTML for Business. SAP Console, ITS Mobile, and others.
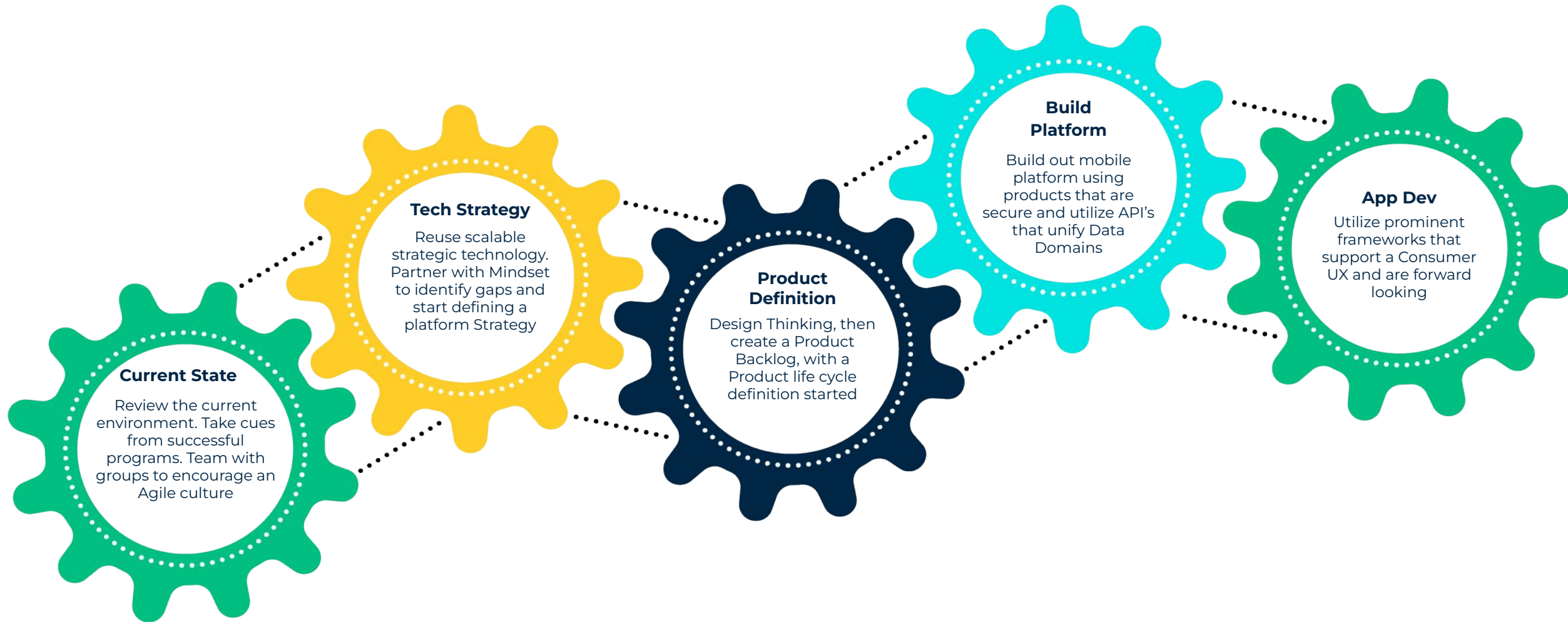
Enterprise Portals

First SAP Web 2.0 site with content management and dynamic web content. Released in 2003.

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Approach for Building a Mobile Capability

Current State
Review the current environment. Take cues from successful programs. Team with groups to encourage an Agile culture

Tech Strategy
Reuse scalable strategic technology. Partner with Mindset to identify gaps and start defining a platform Strategy

Product Definition
Design Thinking, then create a Product Backlog, with a Product life cycle definition started

Build Platform
Build out mobile platform using products that are secure and utilize API's that unify Data Domains

App Dev
Utilize prominent frameworks that support a Consumer UX and are forward looking
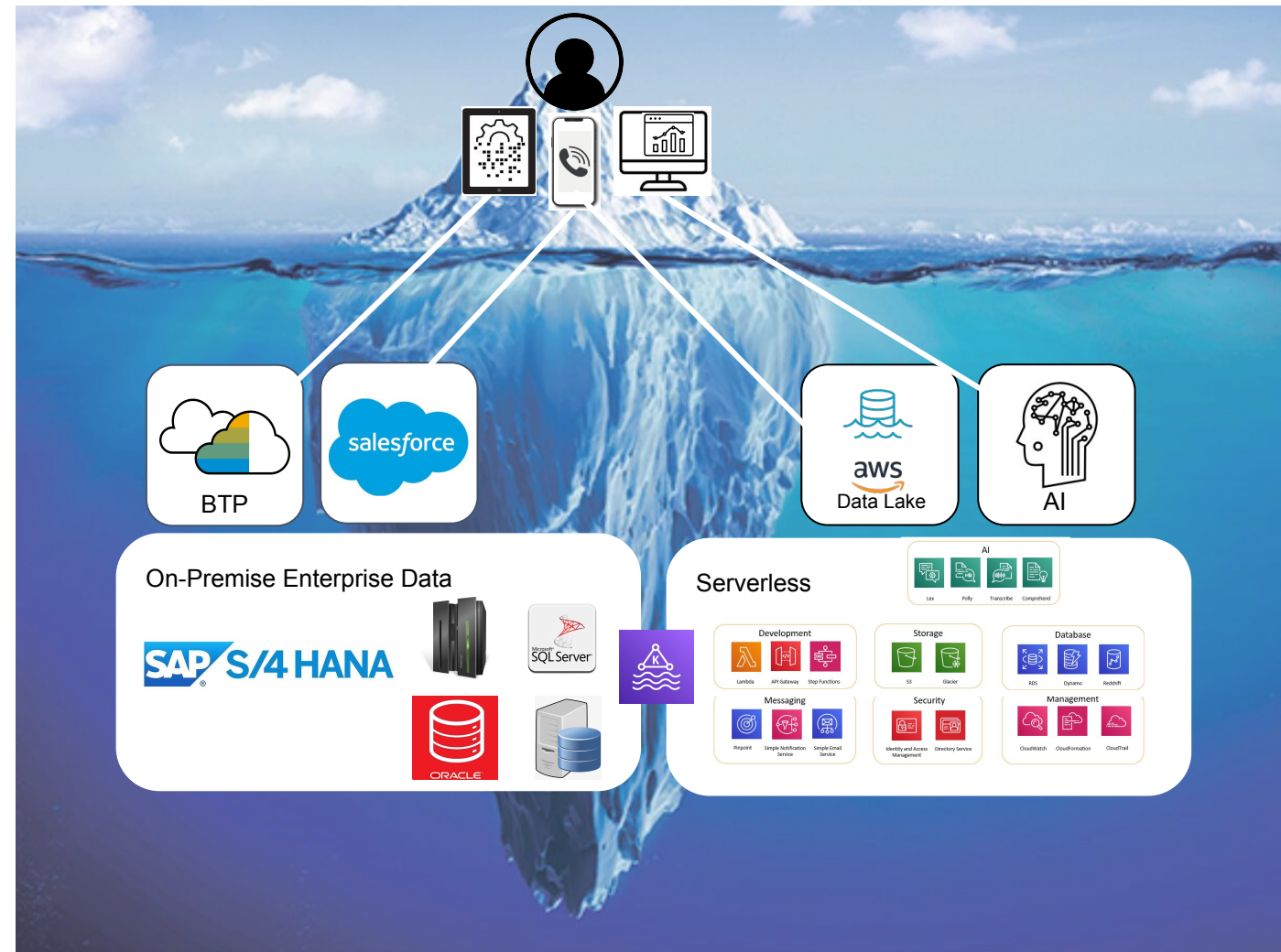
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The Digital Transformation Iceberg

Enterprises are made up of more than ERP's, CRM's and clouds.

There is data all over the place, what a mess! Data liberation will drive your Digital Transformation into the future

Source, tool, and domain agnostic data to empower more impactful cloud, mobile, analytics, and artificial intelligence

Patterson Companies

Transforming Technical Service Performance

Patterson's system for completing service orders was inefficient, time-intensive, and frustrating for its service team, routinely leading to incomplete and unbilled orders. Mindset created a new service order system using **SAP Fiori** that was fast, efficient and intuitive. The new solution enabled the company to capture $1.3 million in additional revenue and $100,000 annually in time savings across their workforce.
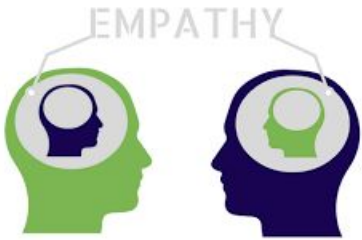
69%
reduction
in open orders

$1.3M
annual revenue
captured by closing
outstanding orders

85.9%
voluntary
adoption
by service team
in 16 weeks
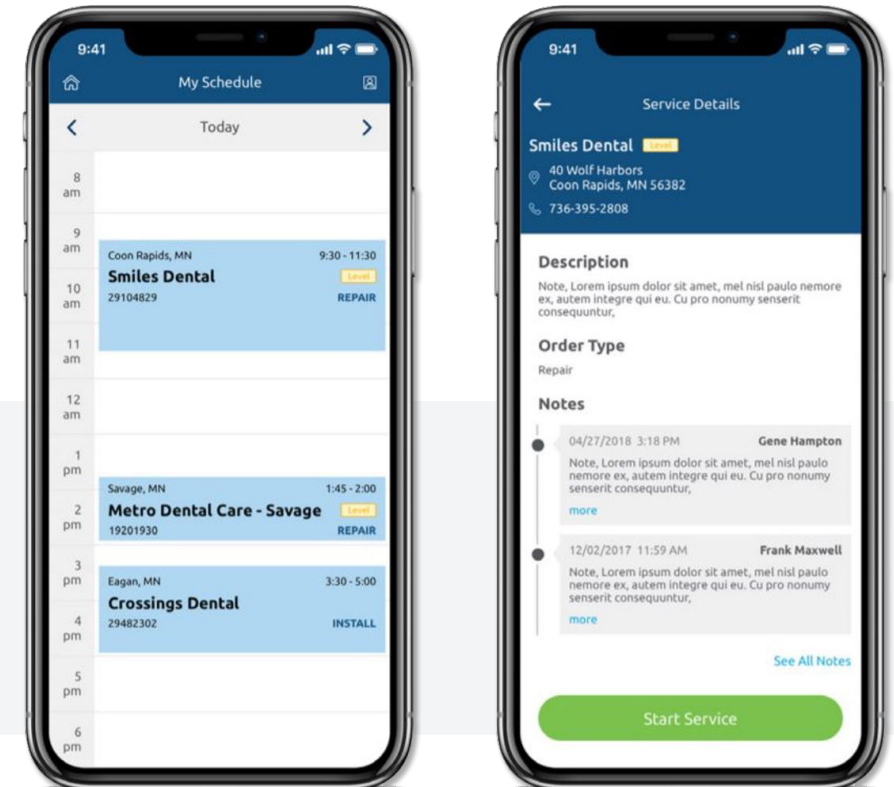
Digital Transformation Ingredients - Wisdom

UX, Mobile, and Platforms

Know Your Why

Data

Building Blocks

Questions?

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Mindset Consulting (inquiries and newsletter)
http://mindsetconsulting.com/contact/

Mindset Events (roundtables, ASUG meetings, conferences, etc.)
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Thank you!

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