

How Calian Got Creative Implementing S4HANA & Saved 5x on SAP Fiori Process Documentation

Marc Rouhana
CEO



Agenda

Challenges Organizations Face

Digital Adoption Importance

When User Adoption is Most Critical

The Calian Customer Story

S4HANA Implementation Challenges

Calian's Strategy

How Calian used OnScreen to Accelerate Adoption

Calian's Results

Calian's Roadmap

Why Calian Chose OnScreen

Q&A and How to Get in Touch with OnScreen

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Outdated Tools and Methods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

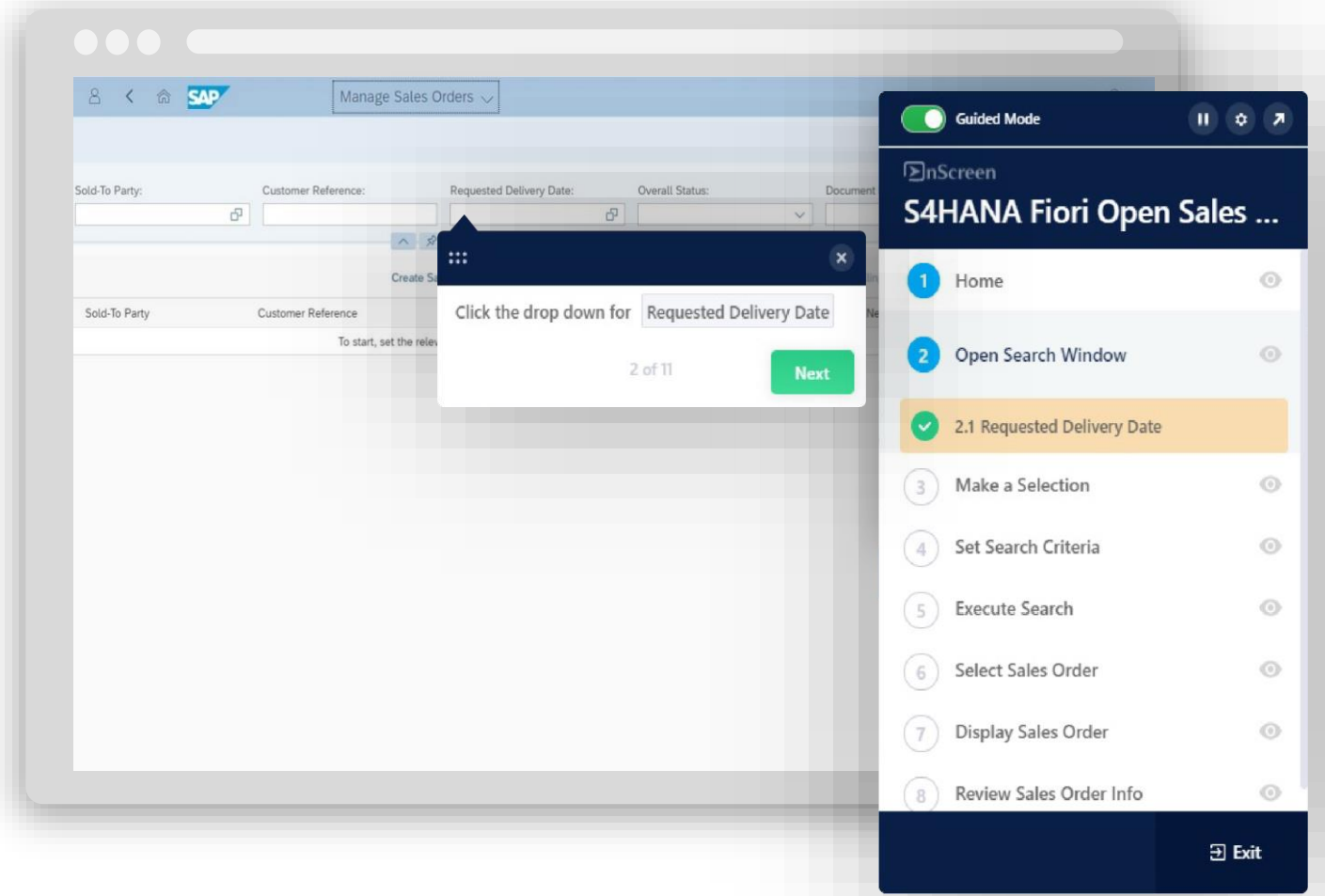
The Rise of the Digital Adoption Platform



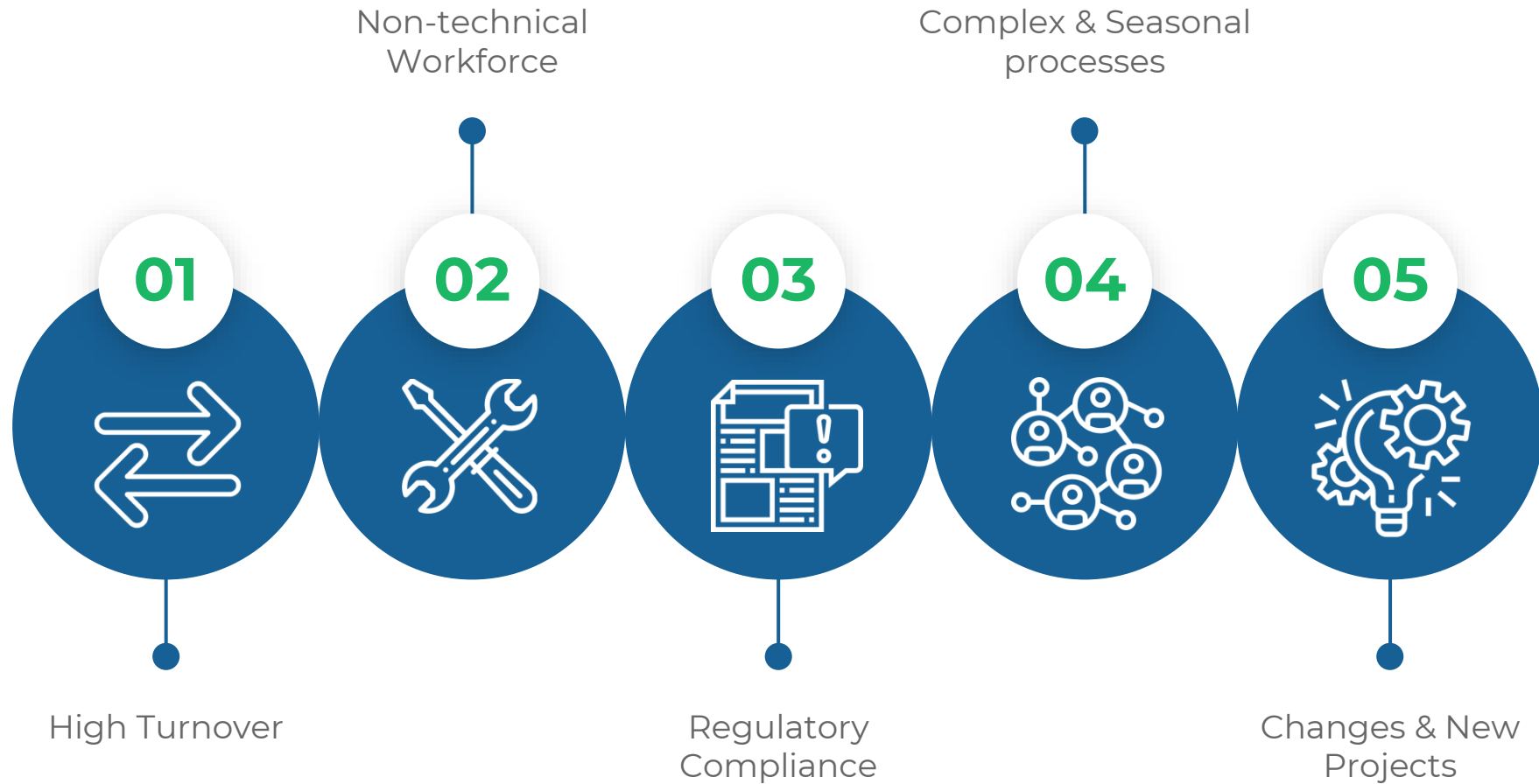
A Simple & Effective Tool to Accelerate Software Adoption.

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

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



When User Adoption is Most Critical



The Calian Story



📍 Ottawa, Ontario, Canada

👤 5001-10000

🚩 Public

🌐 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

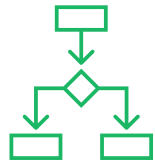


4 Major Segments

- ✓ 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

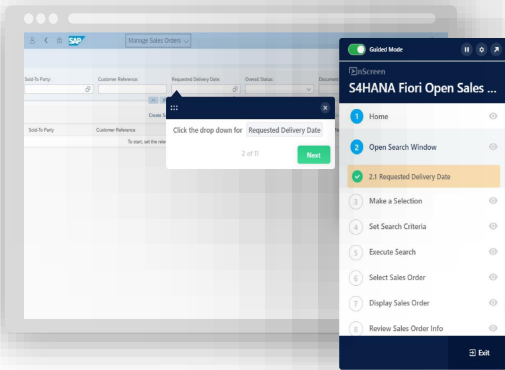
Create & Capture documentation during testing rather than after.

How Calian did it



Testing

Start as Early as UAT

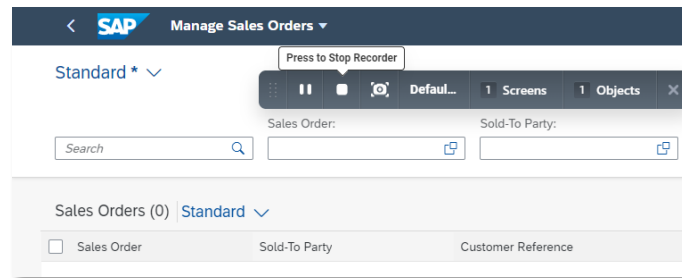


Used OnScreen to document steps executed during UAT as the basis for completing documentation.



Training

Testers Auto-Capture Processes with OnScreen

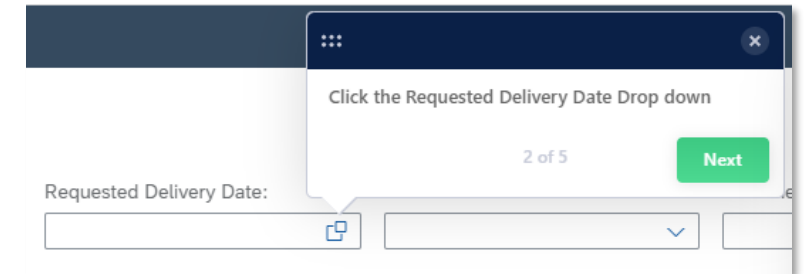


Testers ran OnScreen for all UAT executions and captured over 600 processes this way with no extra effort.

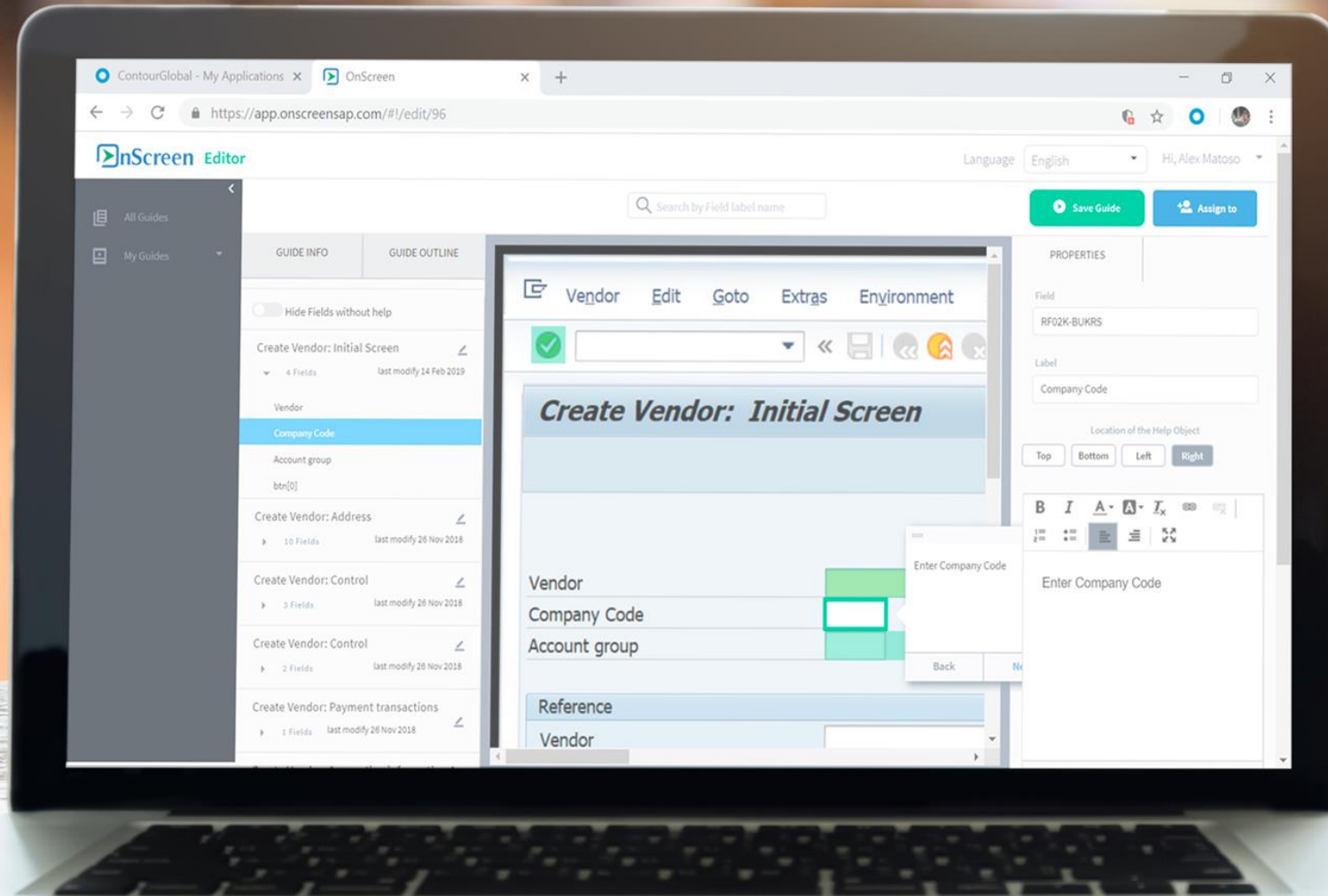


Releasing

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.



PRODUCT DEMO

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?

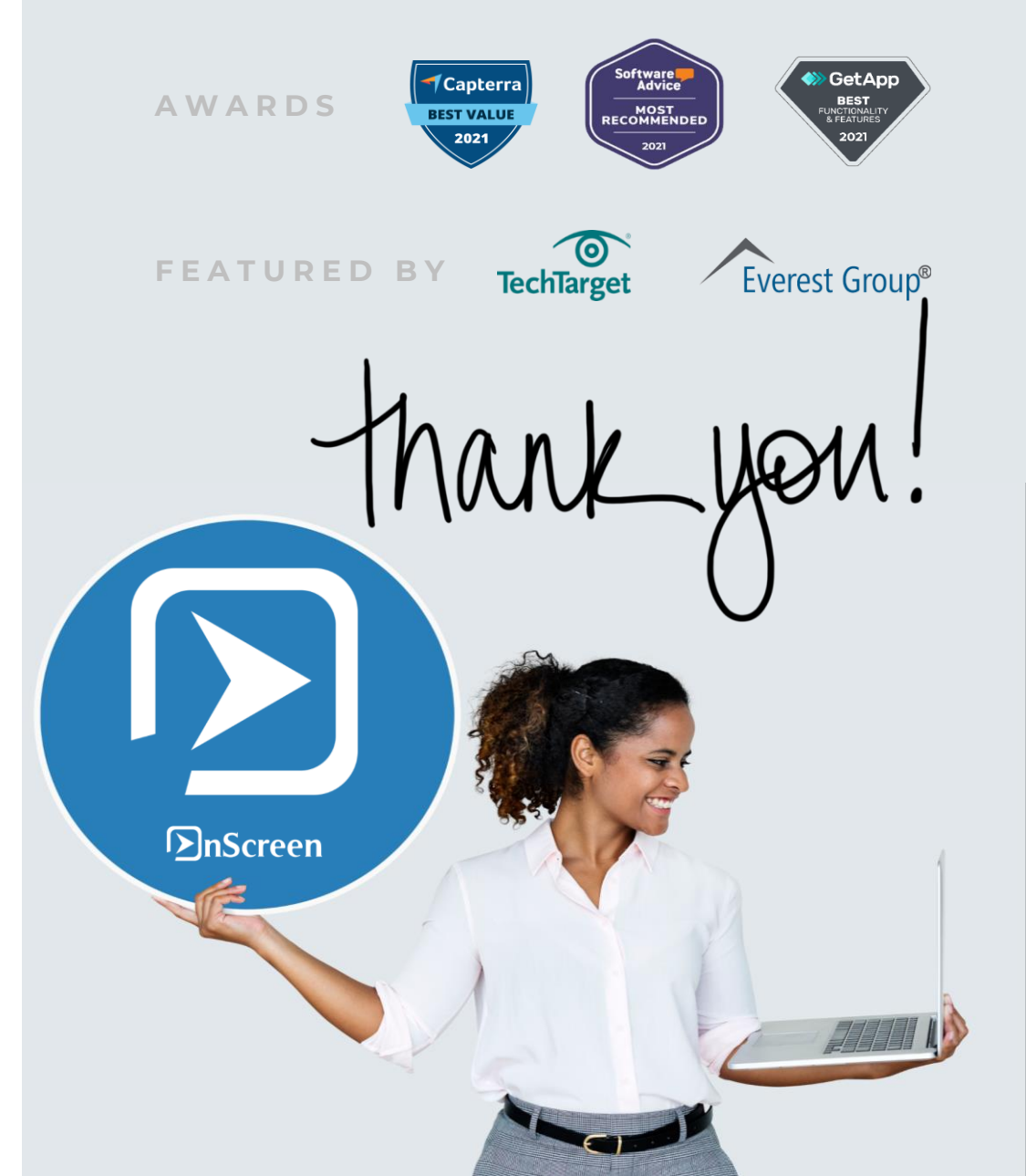
Contact Info@OnScreen.us

Follow us on LinkedIn:

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

Check out our Blog:

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



Questions?

For questions after this session, contact us at info@OnScreen.us

Thank you.

Visit OnScreen.us for more info