



SAP Work Zone

Overview and Key Capabilities

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Public

Agenda

- ❑ Motivation and Strategy
- ❑ Digital Experience Overview & Use Cases
- ❑ SAP Work Zone
 - ❑ Key Capabilities
 - ❑ Mobile Access
 - ❑ Integrations & Extensibility
- ❑ Outlook & Discussion

Motivation



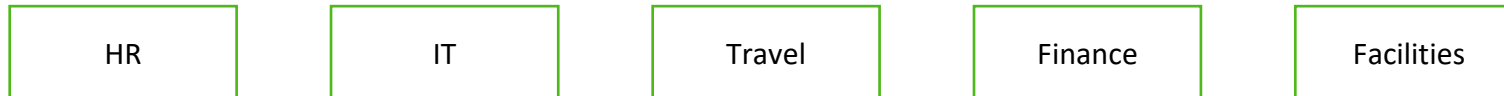
Today, the employee experience is fragmented

Exemplary employee experience across systems, service centers & journeys

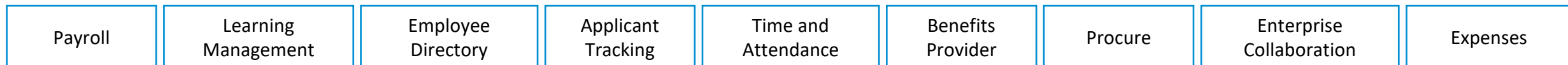
EMPLOYEE JOURNEYS



FUNCTIONAL SERVICE CENTERS



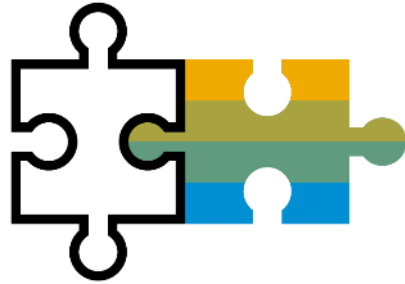
SYSTEM SILOS



Facing the reality of a diverse and complex landscape



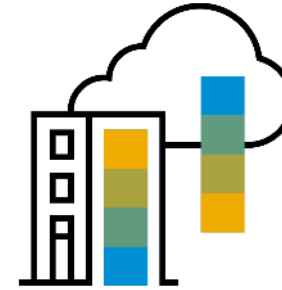
various **systems**
and **repositories**



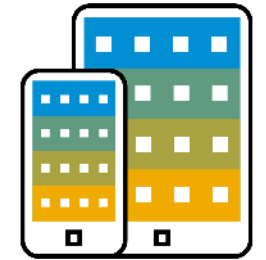
heterogenous
(SAP and third-party)



various **content**
types and
UI technologies



hybrid setup
cloud + on premise



multi-channel
(internal, external,
mobile)

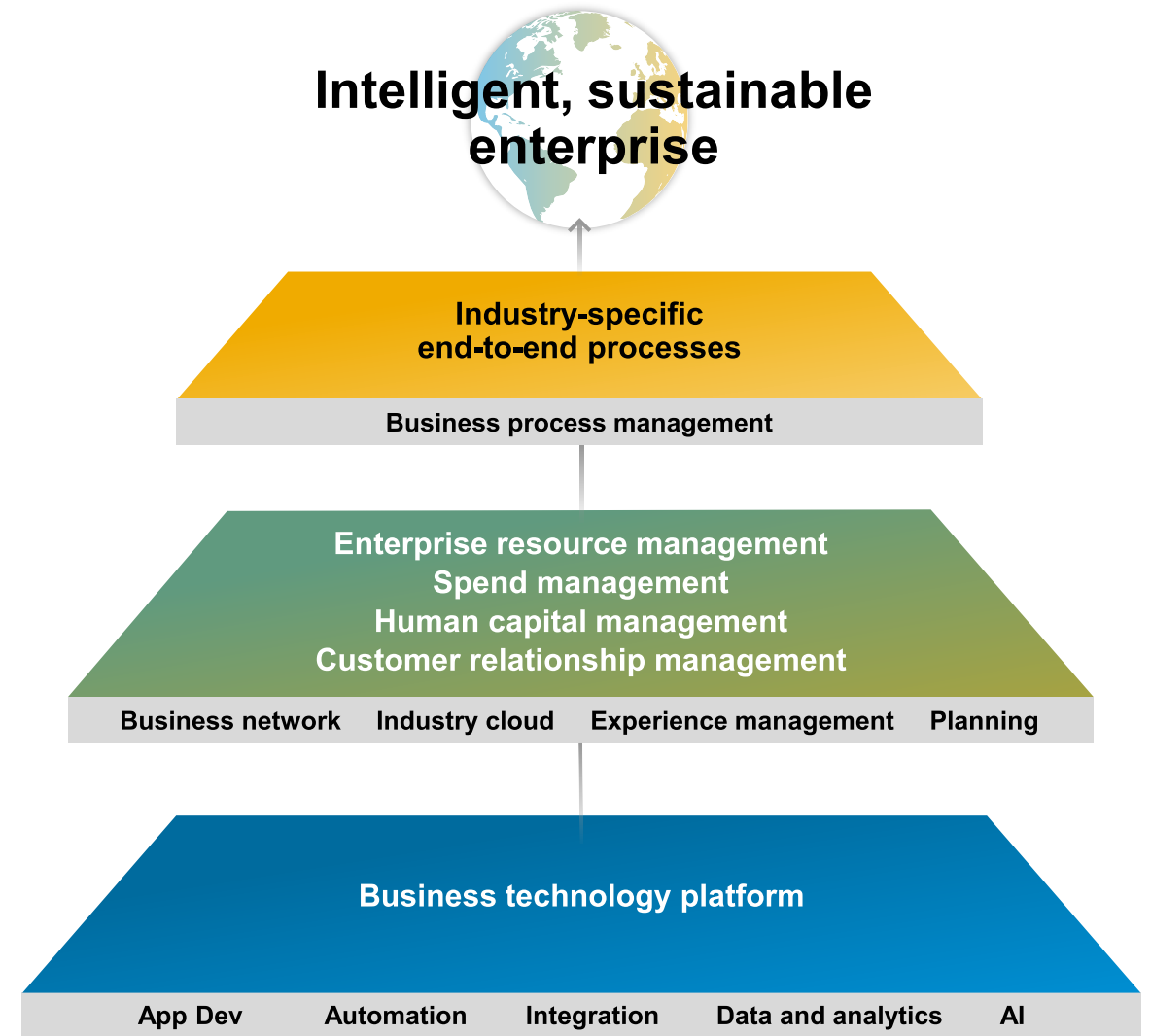


Increase **user productivity** by intelligently providing access to **applications**, **processes**, and **information** anywhere on any device

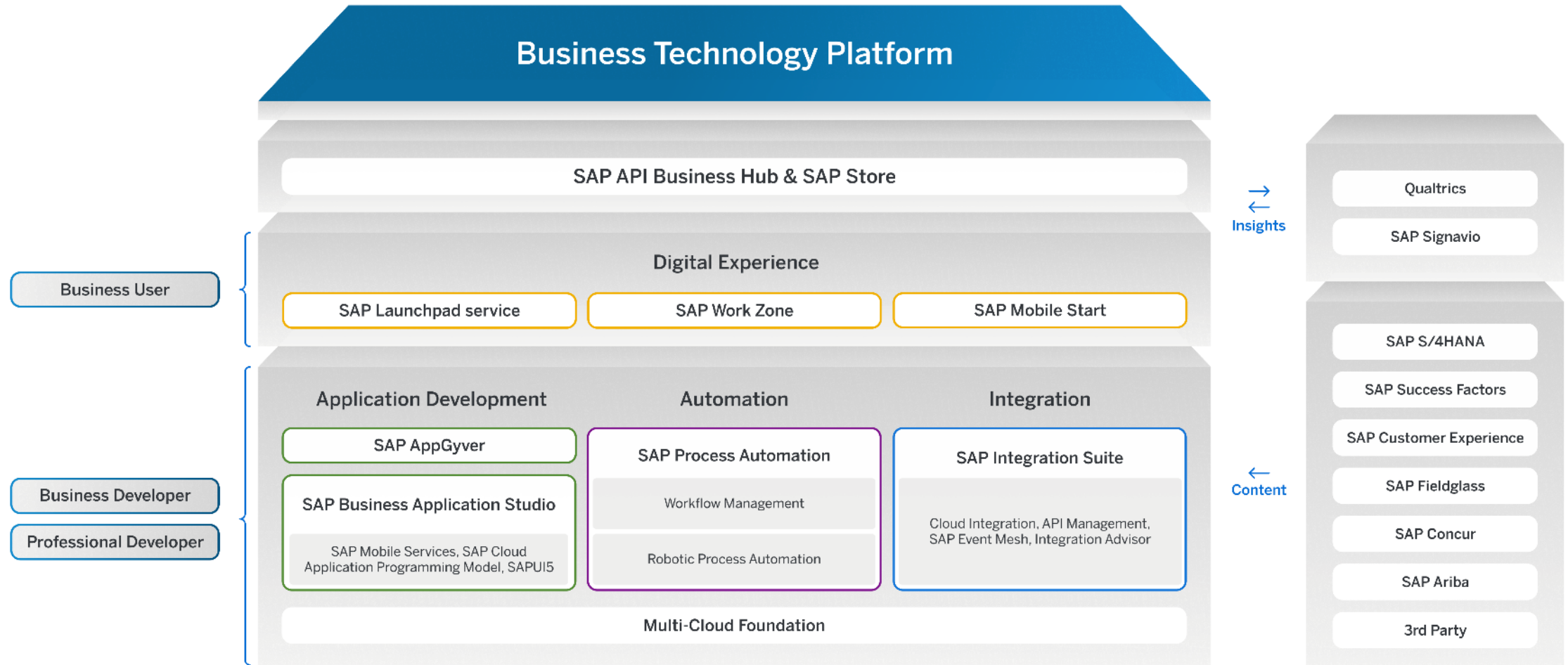
Digital Experience



Enable every enterprise to become an **intelligent, sustainable enterprise**

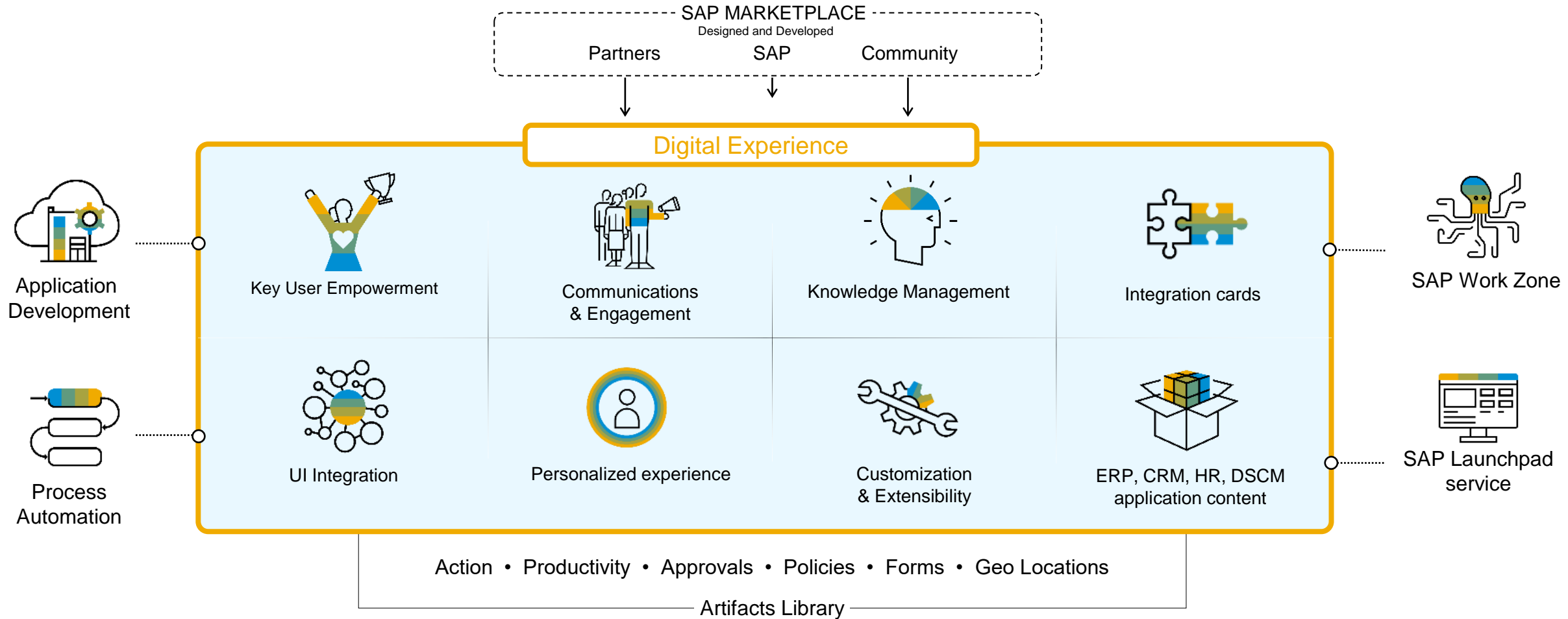


BTP Application Development, Automation & Integration



Digital Experience for the Business User

Improve productivity through seamless digital experiences



Digital Experience

Typical Use Cases



**Digital workplace &
NextGen Portal**



UX Integration



Extensions
apps & audience



**Enablement &
Learning**



**SAP Enterprise Portal
transition**



**Self-services
& support**

SAP Work Zone

- Key Capabilities -



SAP Work Zone

Solution Overview

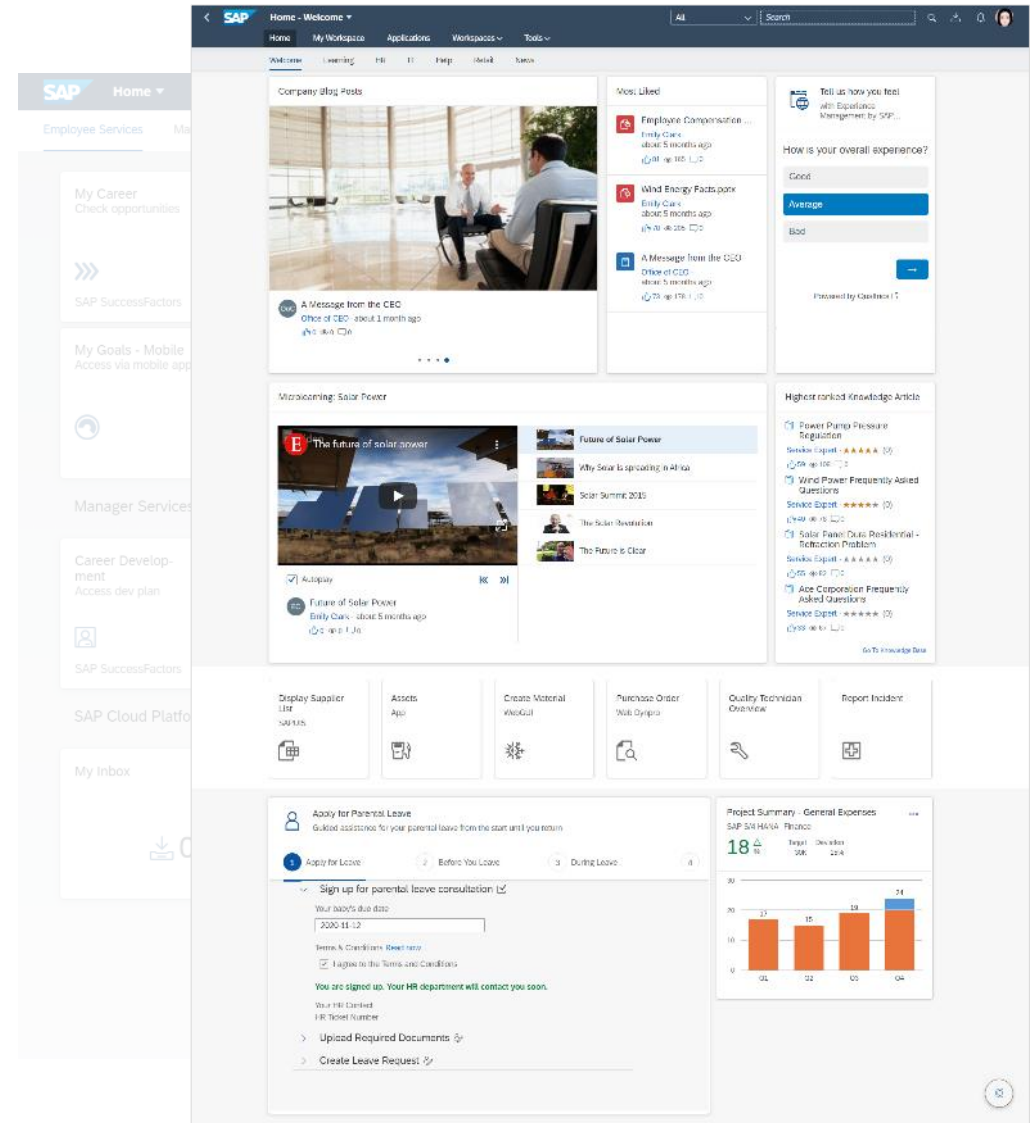
SAP Work Zone enables you to build digital workplace solutions to increase user productivity and engagement. It centralizes access to relevant business applications, processes, information, and communication in a unified entry point that your users can access from any device.

Benefit

- Empower business users and key users with easy-to-use self-services for de-centralized content creation and page building
- Blend business data and unstructured content (news, docs, images, videos)
- Engage with users in interactive workspaces, forums, feeds and knowledge base
- Support users with smart, guided experiences
- Utilize content packages and templates for specific industries and lines of business

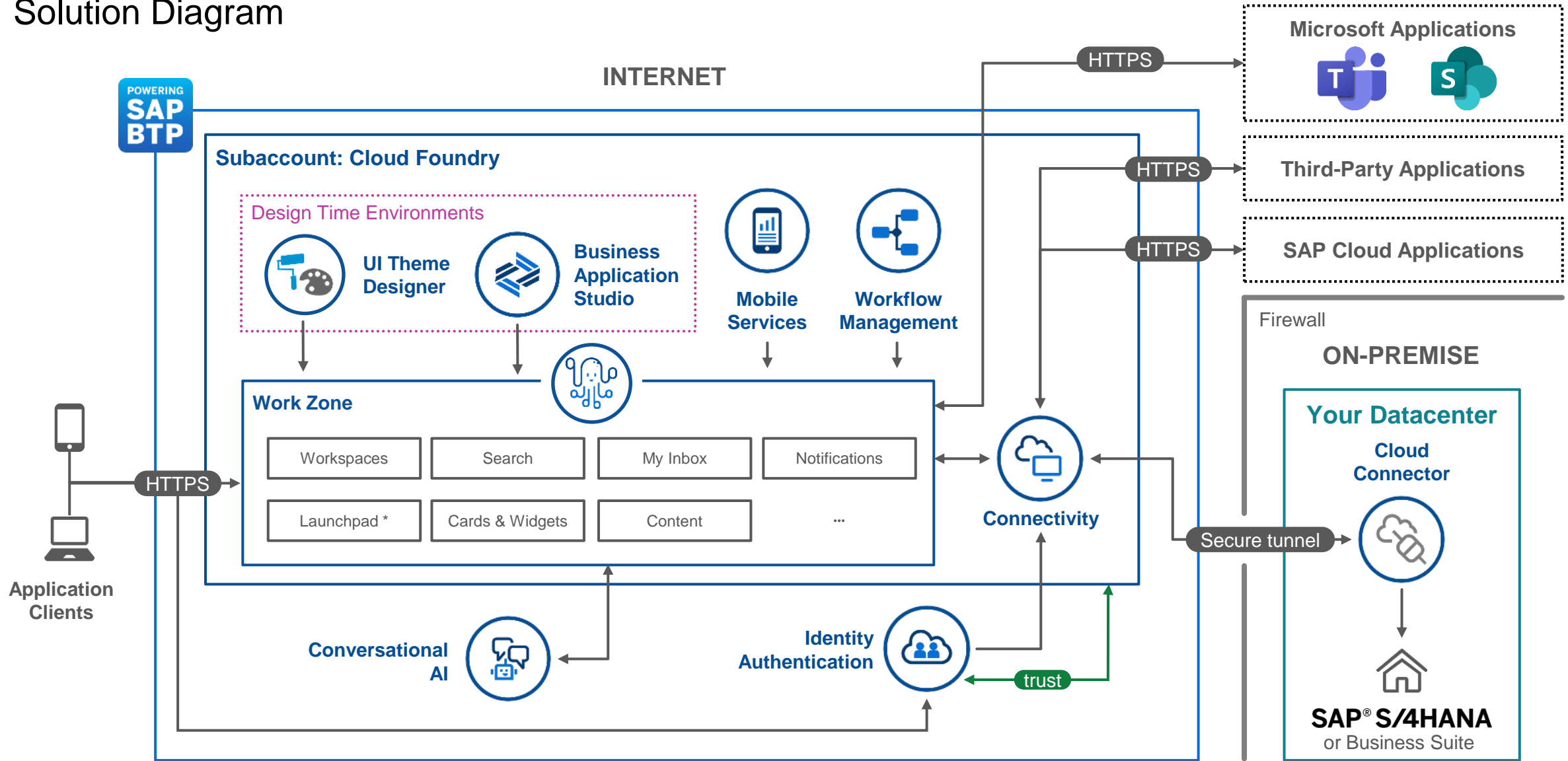
Key capabilities

- Central access for apps, tasks, notifications, information and communication
- Seamless SAP and third-party apps integration
- Extensible framework for development, customization and branding



SAP Work Zone

Solution Diagram



Homepages

Creating 'Modern Intranet' experiences

Run your modern intranet by creating **content pages** and connecting **business apps** and **AI technologies** just in a few clicks



Embedded visual **Page Editor**



Connected **SAP business apps**



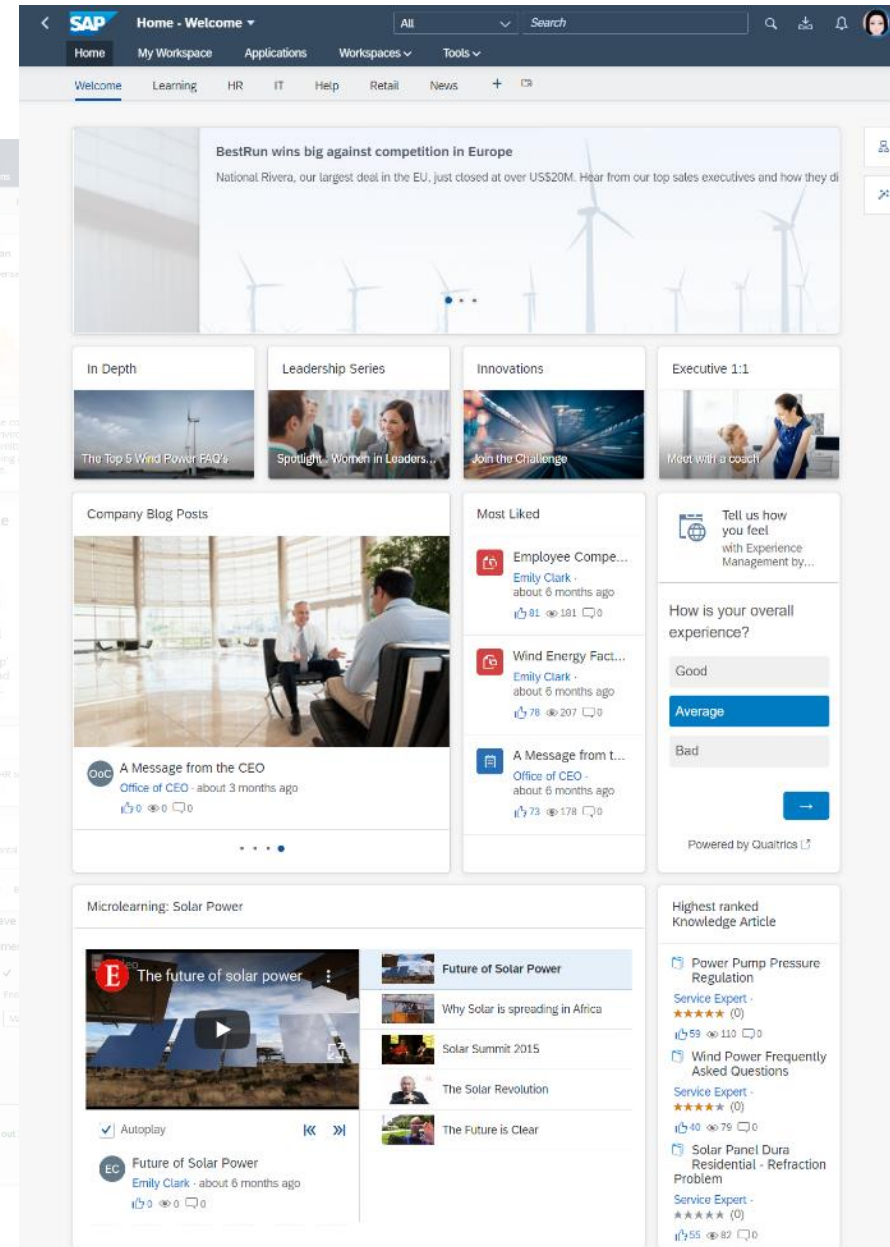
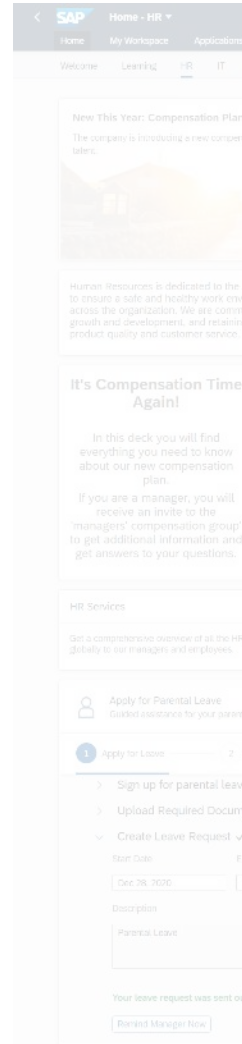
Out-of-box **cards and widgets** for pages



UI Integration Cards to connect third-party apps

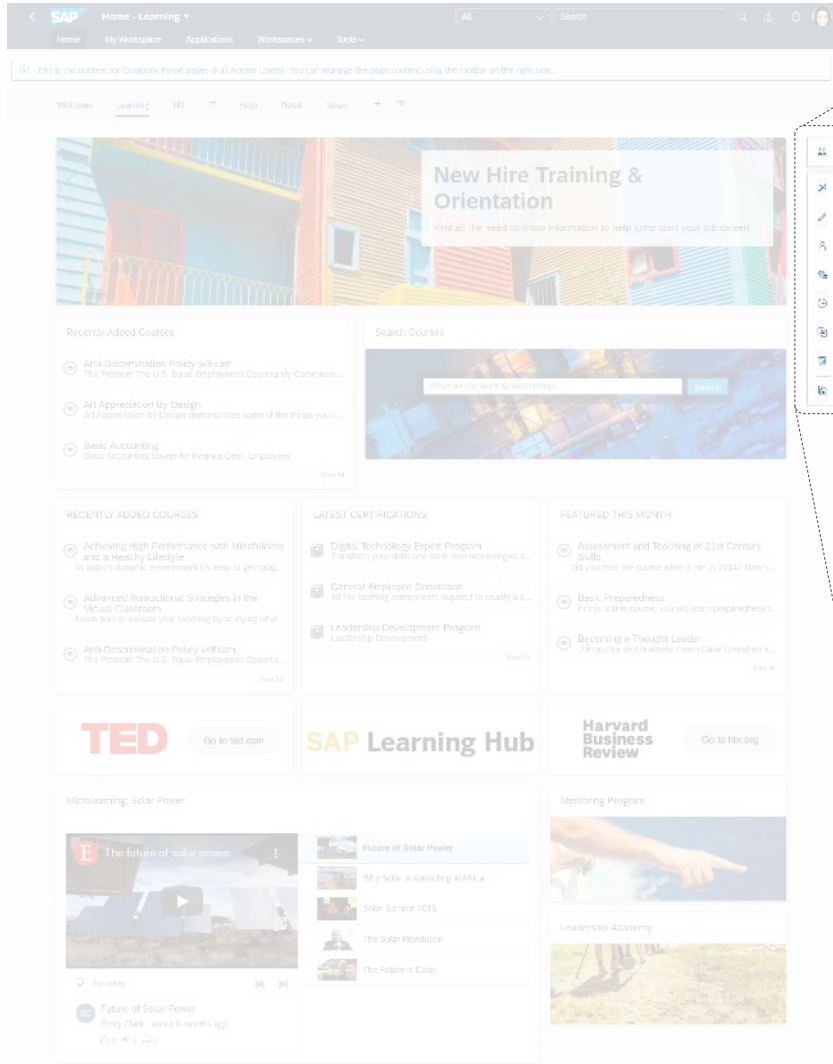


Built-in integration with **Conversational AI**



Page Editor

Across Homepages, My Workspace and Workspaces

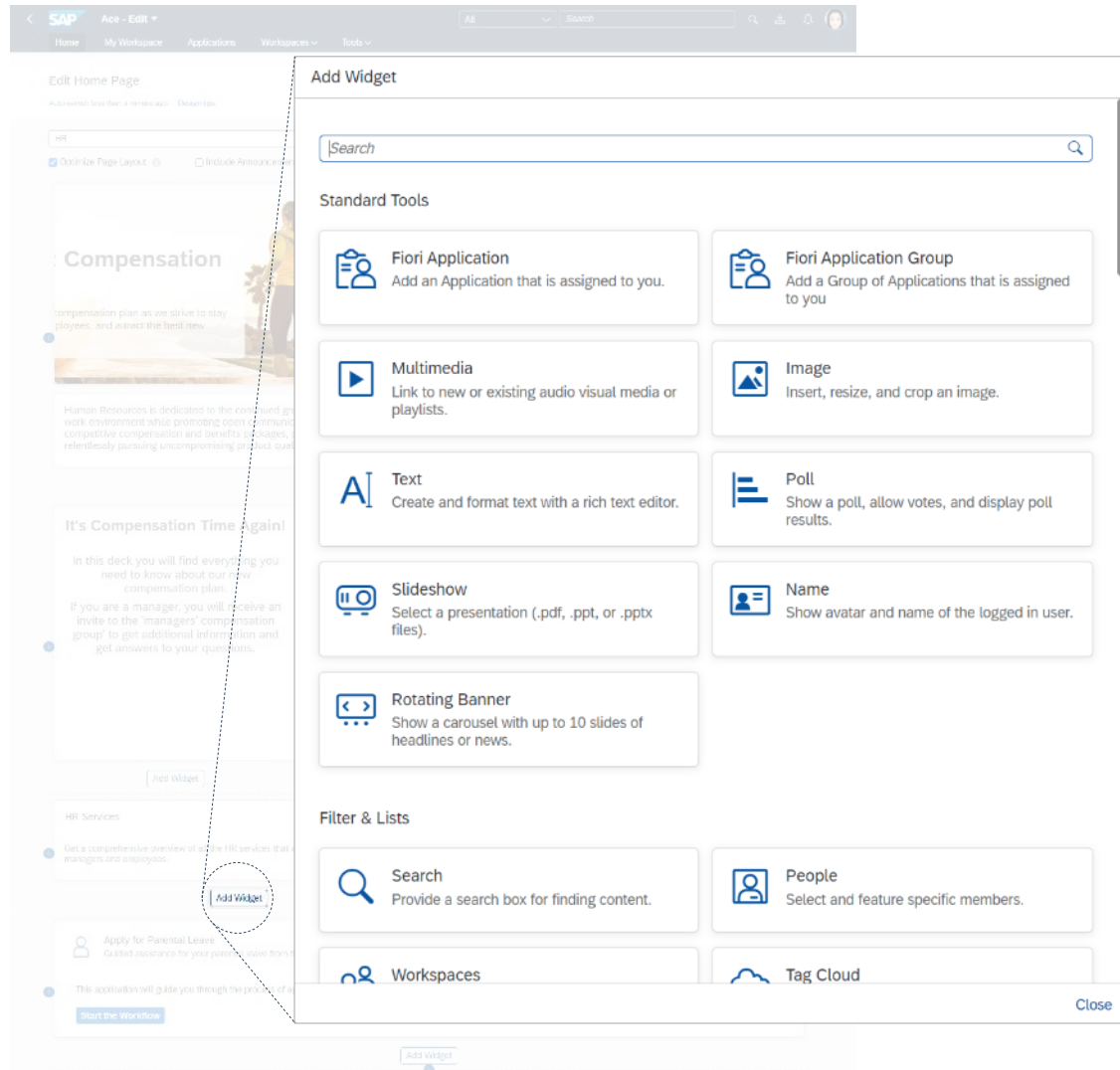


Create and edit pages for your intranet and workspaces with **rich and visual built-in page editor**

Setup page access, translate page, track changes and versions, and modify layout by adding various cards and widgets (including SAP Fiori apps and UI Integration Cards)

Change and see result immediately, no development skills required

Cards and Widgets



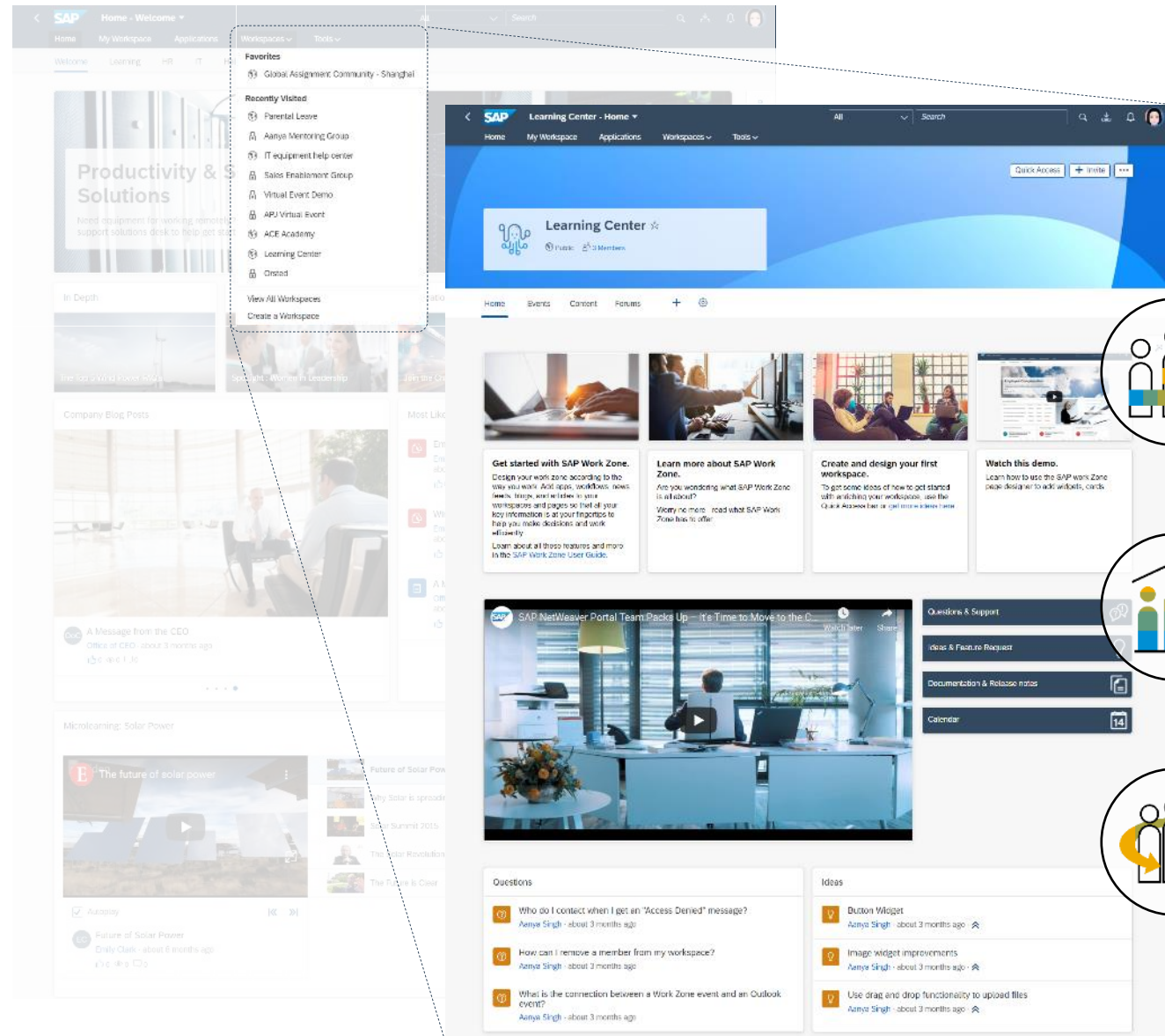
Use **cards and widgets** to organize page layout for any purpose and any complexity: corporate homepage, departmental info pages (e.g. IT, HR, facilities), marketing campaigns, team collaboration spaces, etc.



Benefit from various standard and out-of-box cards and widgets: wiki pages, polls, multimedia, simple text, tasks, feed, events

Workspaces

Allow employees to create workspaces to engage on ideas and projects together, both with internal and external parties



Public Workspaces




Private Workspaces





External Workspaces


Workspaces


Page Types

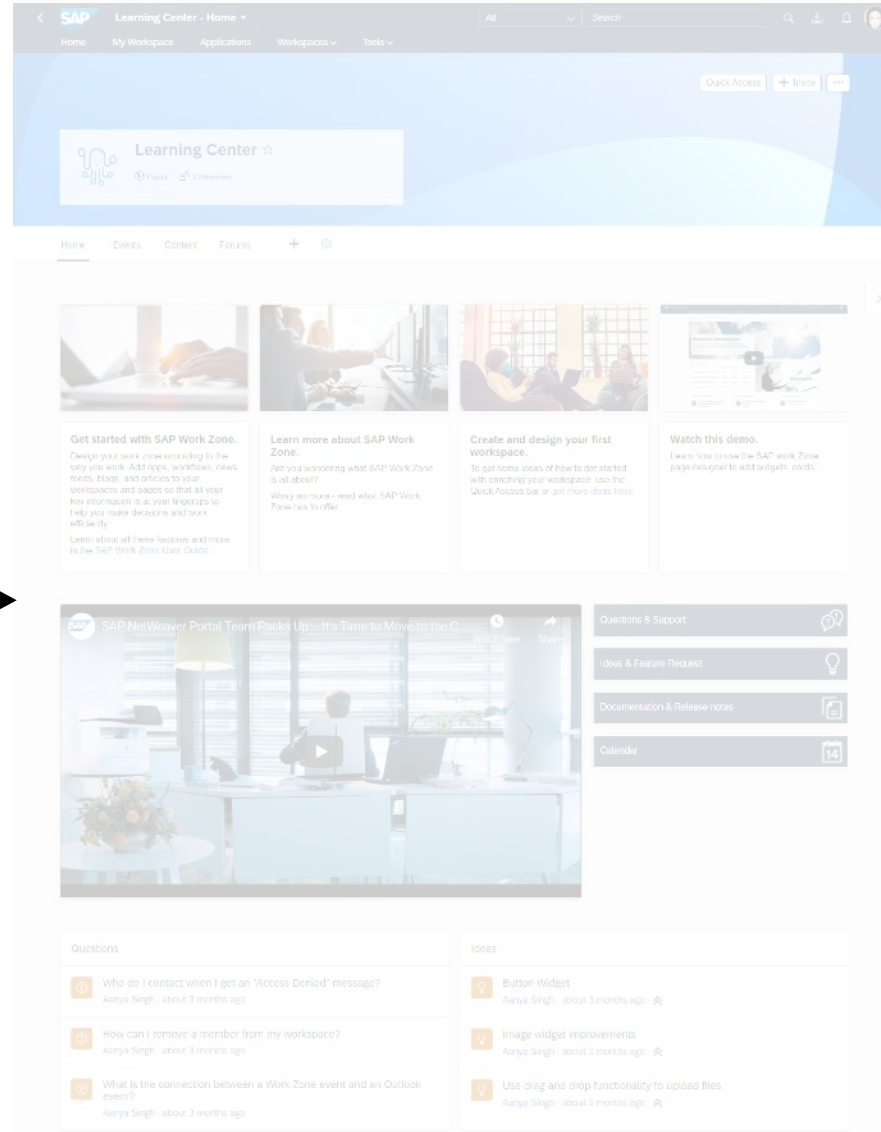
 **Overview**
Create a freestyle page


 **Feed Updates**
Share and view updates


 **Members**
Manage workspace members


 **Recommendations**
Show featured information


 **Sub-Workspaces**
Manage sub-workspaces




 **Content**
Create and manage content

 **Events**
Schedule calendar events

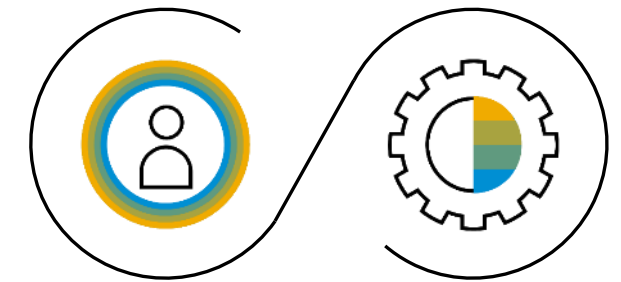
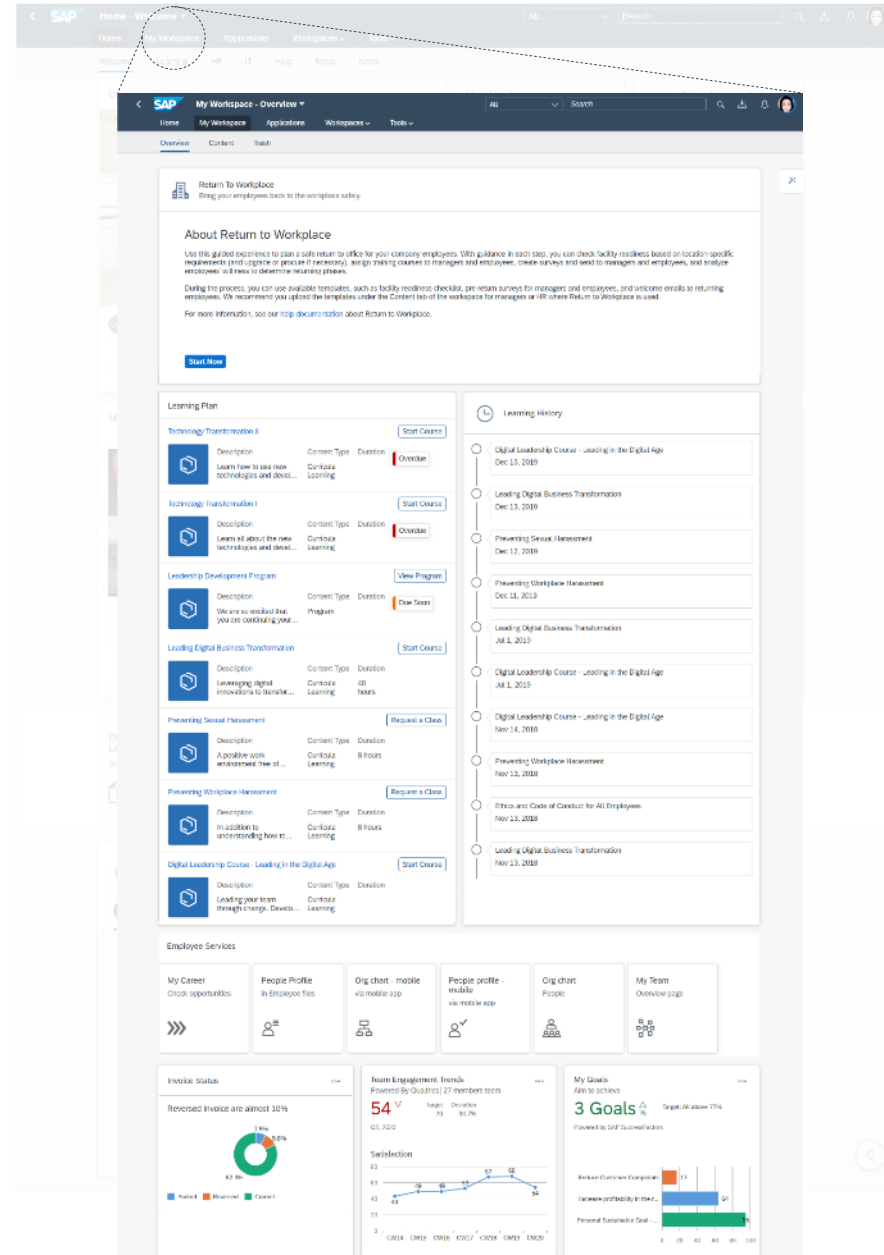
 **Knowledge Base**
Manage knowledge base articles

 **Forums**
Manage workspaces forum topics

 **Tasks**
Manage or assign new tasks

My Workspace

Allow employees to setup **best-fit digital workplace** by bringing together their favorite business apps and unstructured content side-by-side



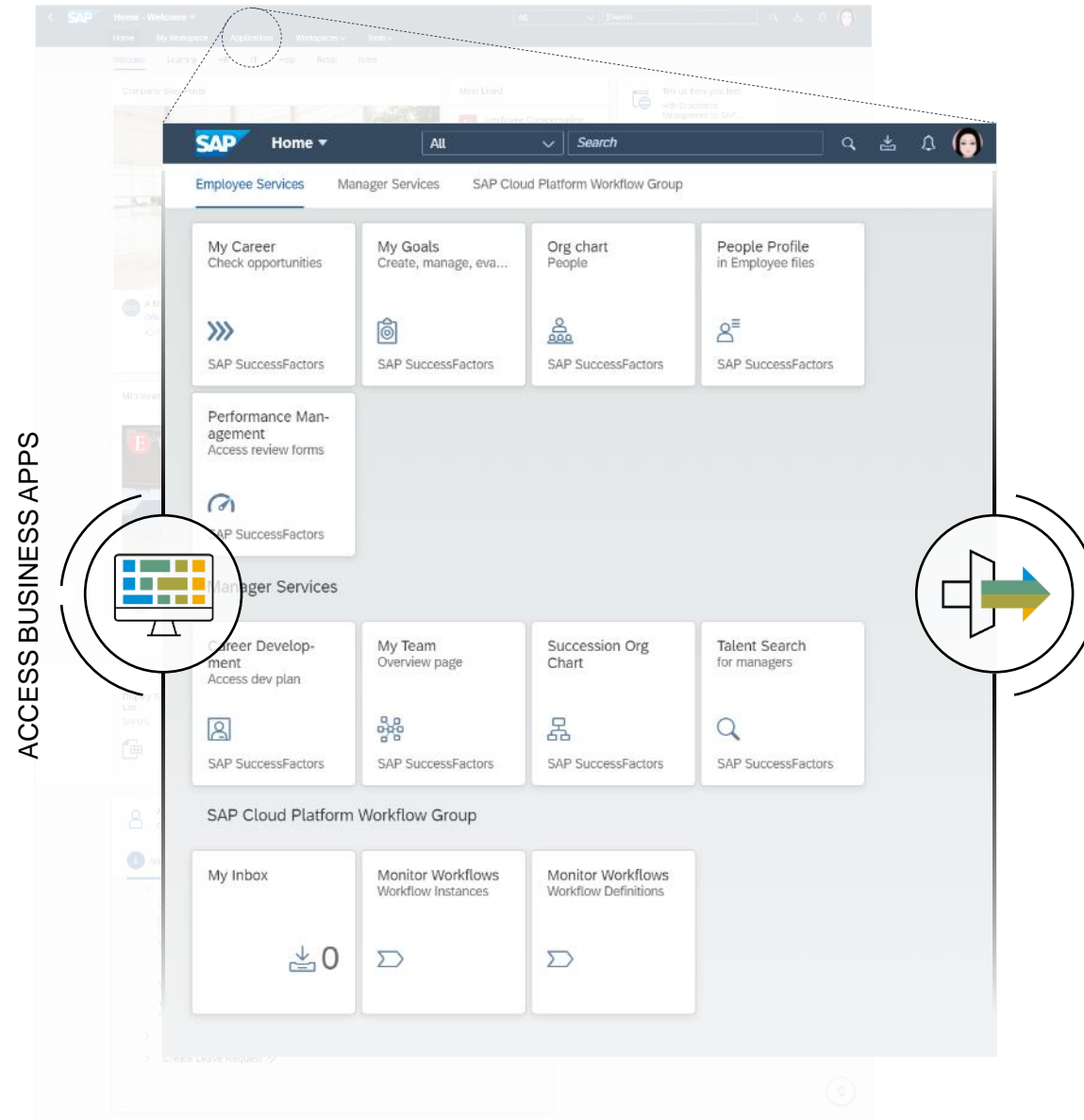
Easy to personalize with **Page Builder** and various standard **Cards and Widgets**

Central Entry Point for Business Applications

Launchpad

SAP Work Zone includes built-in launchpad and allows to access all business apps from one place.

Identity propagation eliminates a need to setup additional security roles for SAP business apps.



Manual Integration

Integrate apps deployed on SAP S/4HANA on premise, SAP BTP Cloud Foundry or ABAP environment.

Content Federation

Expose content of various content providers: SAP S/4HANA on premise, SAP Enterprise Portal or SAP BTP on Cloud Foundry.

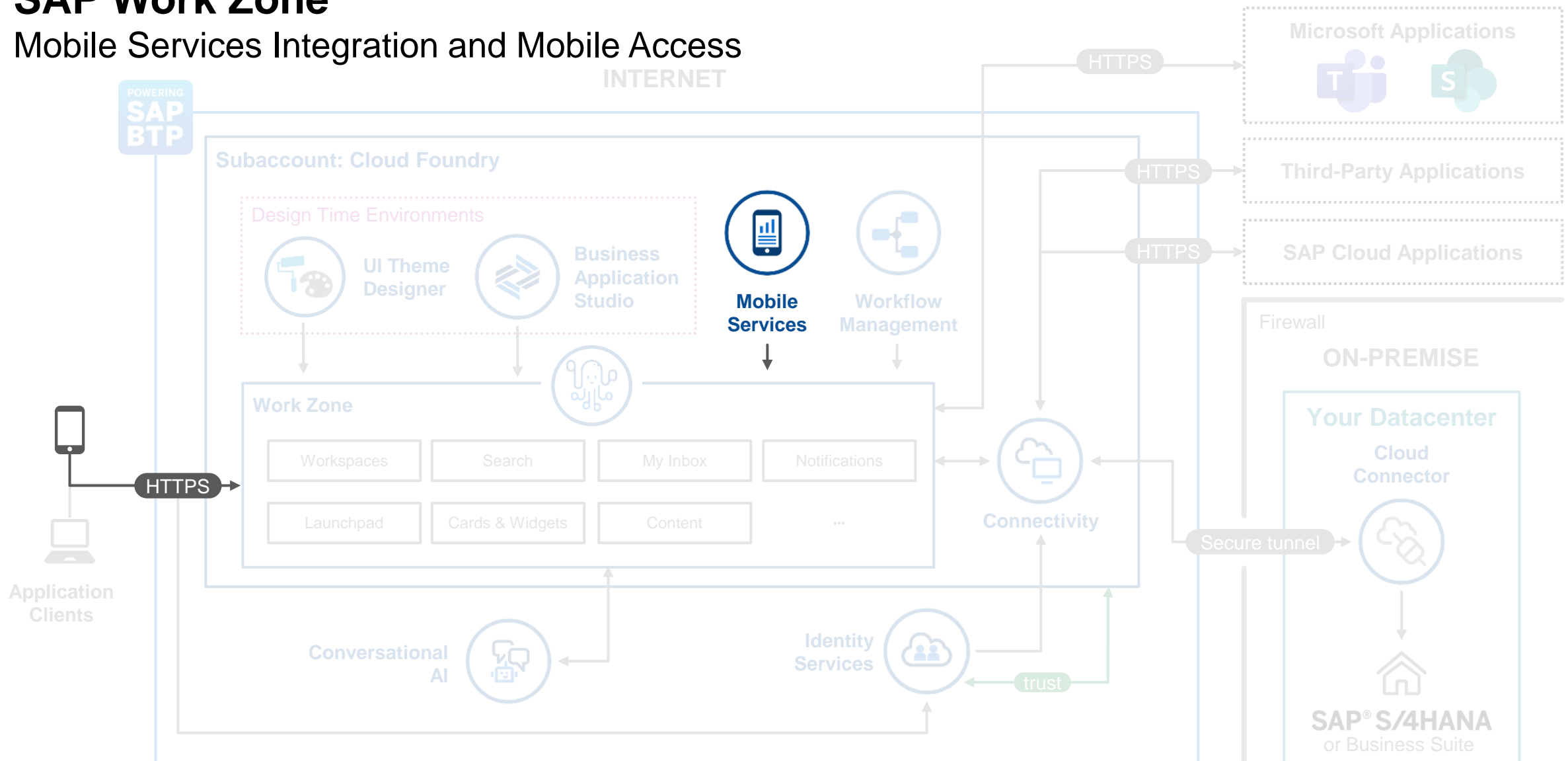
SAP Work Zone

- Mobile Access -



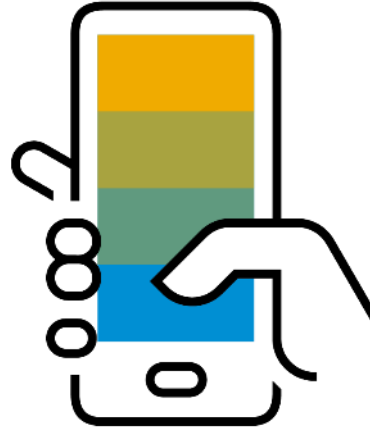
SAP Work Zone*

Mobile Services Integration and Mobile Access



* Unless noted otherwise, the components and solution architecture of the chapters going forward apply to both SAP Work Zone and SAP Work Zone for HR.

Mobile Experience for SAP Work Zone



Mobile web browser

Access all capabilities
without restrictions

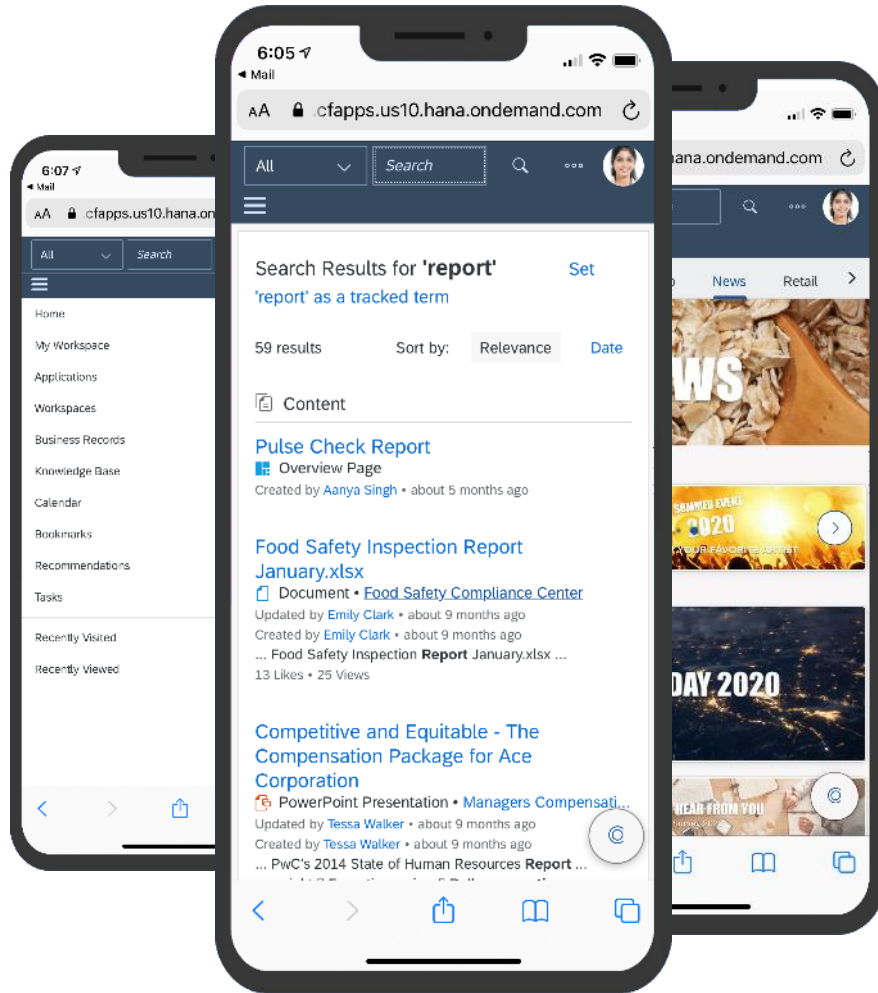
SAP Work Zone mobile app

Access only necessary features and
functions for collaboration and day-to-
day work

SAP Mobile Cards app

Subscribe and consume only
necessary business information
provided by UI Integration Cards

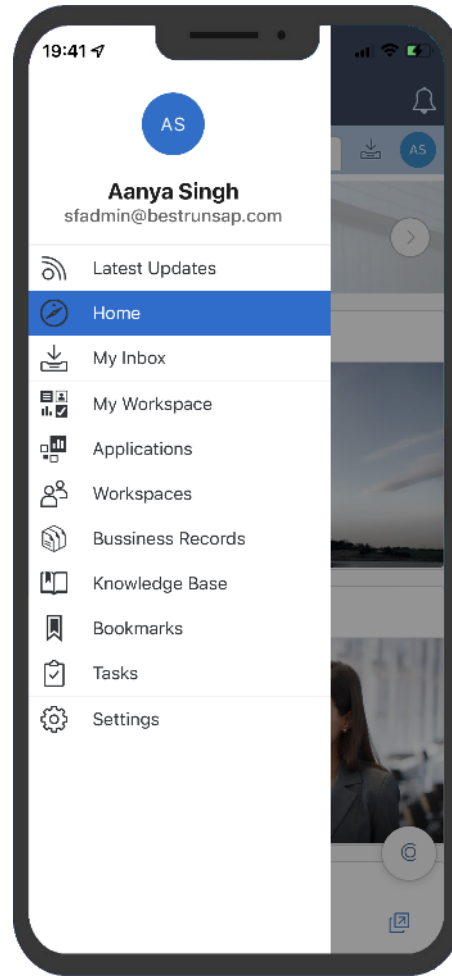
Mobile Experience with Web Browser



Benefit from **responsive and mobile friendly design**, and access digital workplace anytime and everywhere

Mobile Experience with Native App

Access workspaces
and business
information **anytime**
and **everywhere**



SELF SERVICE
INTRANET



FEED WITH CONTENT
UPDATES



MY INBOX



WORKSPACES



BUSINESS APPS



KNOWLEDGE BASE

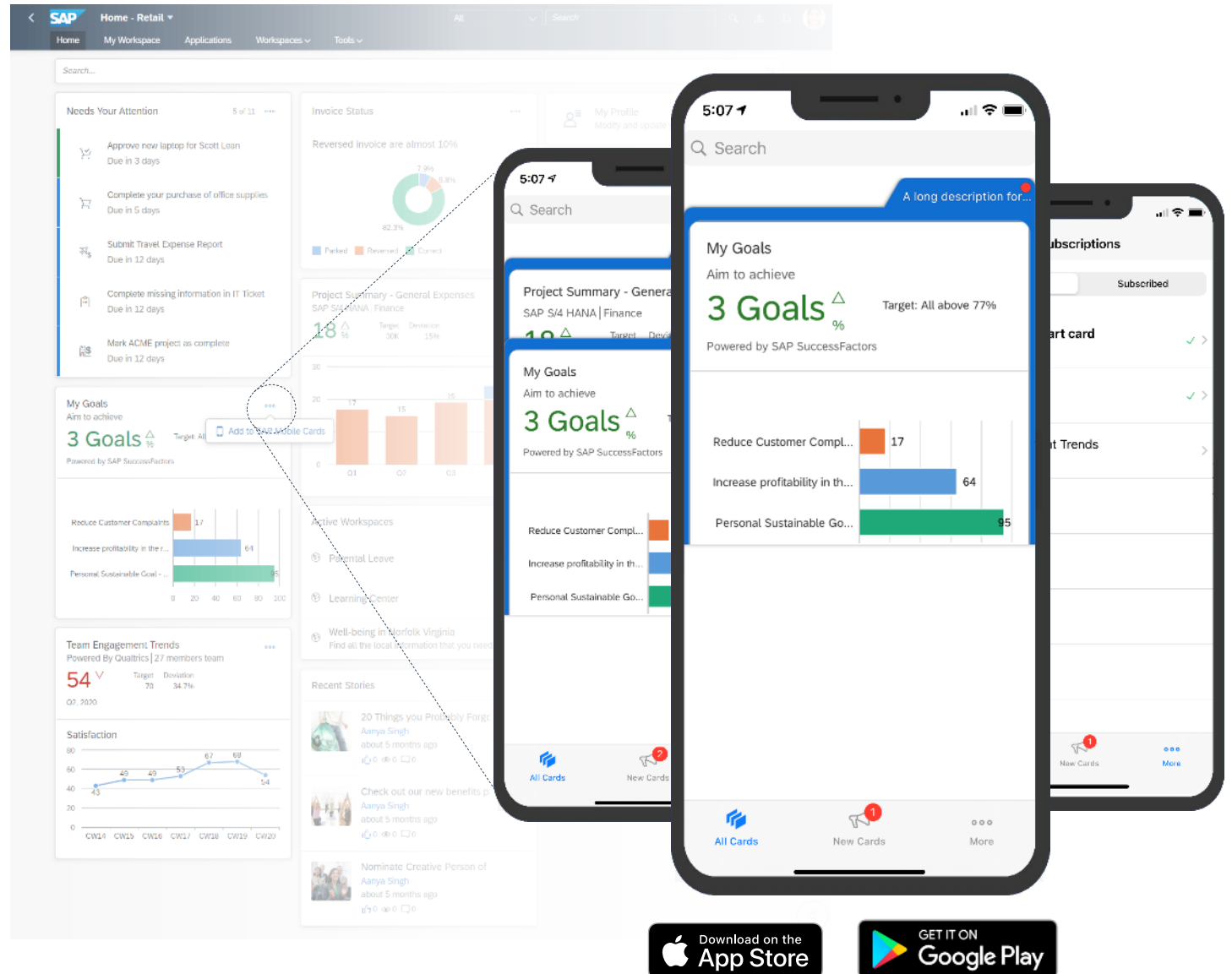


SEARCH

Mobile Experience with SAP Mobile Cards

Allow users to subscribe and consume only information they need, eliminating navigation across systems

Provide additional channel to access content that's most important to users



SAP Mobile Cards for UI Integration Cards

Enable UI Integration Card for SAP Mobile Cards when do development with SAP Business Application Studio



Project From Template x

New Project From Template

- Select Template and Target Location
- Project Details

Project Details
Project Information Description

Project Name ?

Namespace ?

Select a Card Sample ? *

Highlight Card

Title ?

Subtitle ?

Compatible with SAP Mobile Cards ? *

False

True

False

[Start Over](#) [Finish](#)

UI Integration Card development project in SAP Business Application Studio

SAP Home - Retail

Home My Workspace Applications Workspaces Tools

Needs Your Attention 5 of 11

- Approve new laptop for Scott Loan Due in 3 days
- Complete your purchase of office supplies Due in 5 days
- Submit Travel Expense Report Due in 5 days
- Complete missing information in IT Ticket Due in 12 days
- Mark ACME project as complete Due in 12 days

Invoice Status

Reversed invoice are almost 10%

7.9% 5.8% 82.3%

Project Summary - General Expenses

SAP S/4 HANA Finance

18% Target 30K Deviation 15%

My Goals

Aim to achieve 3 Goals

Reduce Customer Complaints 17

Increase profitability in the... 64

Personal Sustainable Goal - 5

Team Engagement Trends

Powered By Qualtrics | 27 members team

54% Target 70 Deviation 34.7%

Satisfaction

43 49 49 59 67 68 54

Active Workspaces

- Parental Leave
- Learning Center
- Well-being in Norfolk Virginia

Recent Stories

- 20 Things you Probably Forgo Aanya Singh about 5 months ago
- Check out our new benefits p. Aanya Singh about 5 months ago
- Nominate Creative Person of Aanya Singh about 5 months ago

My Profile

Career Development

Goals Plan

Organization Chart

Career Opportunities

SAP Work Zone

SAP Mobile Services

Administration cockpit for mobile apps

Manage access and usage of SAP Work Zone and SAP Mobile Cards apps with central cockpit:

- Configure **passcode policy**
- Setup **locking and wiping policy**
- Enable (or disable) **feature flags**
- Analyze **user registrations**
- ... and more!

The screenshot shows the SAP Mobile Services administration interface. The top navigation bar includes 'SAP Mobile Services' and a user profile 'P000447'. Below the navigation, there are tabs for 'Card Templates', 'Features', 'APIs', 'Configuration', 'Widget', 'Users', and 'Logs'. The 'Features' tab is active, displaying 'Application Details' for 'com.sap.mobile.platform.cards' and a list of 'Assigned Features'.

Application Details

ID: com.sap.mobile.platform.cards
Name: SAP Mobile Card
Description: SAP Mobile Card Application

Assigned Features

Name
Mobile Client Log Upload
Mobile Connectivity
Mobile Network Trace
Mobile Sample OData ESPM
Mobile Settings Exchange
Push Notification

Mobile Settings Exchange

Client Configuration | User Registrations | Info

Passcode Policy

Enable Passcode Policy:

Locking and Wiping Policy

Create Locking and Wiping Policy:

Feature Flags (8)

Plugin	ID	Active	Actions
Camera	cordova-plugin-camera:Camera	On	Edit X
Barcode Scanner	kapsel-plugin-barcodescanner:BarcodeScanner	On	Edit X
Contacts	cordova-plugin-contacts:Contact	On	Edit X
File	cordova-plugin-file:File	On	Edit X
Cordova Geolocation	cordova-plugin-geolocation	On	Edit X
Calendar	nix-services-plugins:calendar:Calendar	On	Edit X
Print	de.appplant.cordova.plugins.printer:Printer	On	Edit X
Push	kapsel-plugin-push:Push	On	Edit X

Network Synchronization Policy (4)

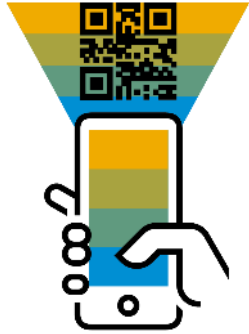
Enable Network Policy:

Shared Devices

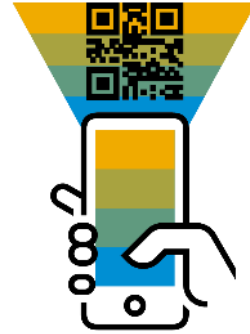
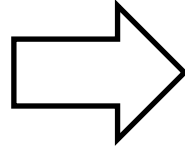
Allow Upload of Pending Changes from Previous User:

Mobile Onboarding

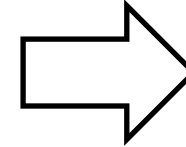
Steps to install and register SAP Work Zone or SAP Mobile Cards app



Scan QR code to navigate to Apple AppStore or Google Play and download app





Scan QR code to register mobile app



Access business information from mobile app

When to Use What

From Mobile Web Browser to Mobile Cards

	Mobile Web Browser	SAP Work Zone Mobile App	SAP Mobile Cards Mobile App
 <p>Strengths</p>	<ul style="list-style-type: none"> Benefit from responsive and mobile friendly design, and access digital workplace anytime and everywhere Access full application scope from device's mobile browser (phone and tablet) Each access requires "full login" via the corporate identity provider (potentially including multi-factor authentication) 	<ul style="list-style-type: none"> QR-Code based activation allows easy setup Login process at corporate identity provider only required once during initial setup Subsequent app access can be secured via passcode (including biometric support) Native iOS / Android application Combination of build-in capabilities and mobile web browser within the app All UI integration cards from SAP Work Zone can be accessed within the app 	<ul style="list-style-type: none"> QR-Code based activation allows easy setup Allow users to subscribe and consume only information they need, eliminating navigation across systems Provide additional channel to access content that's most important to users
 <p>Use Cases</p>	<ul style="list-style-type: none"> Focused on complex content contribution when required on mobile (e.g. workspace creation) Mobile access scenario in case of device restrictions (e.g. shared devices) 	<ul style="list-style-type: none"> Default scenario for accessing SAP Work Zone on a mobile device Focused on content consumption (e.g. corporate news or employee self-services) and limited content contribution 	<ul style="list-style-type: none"> Access to mobile card enabled UI integration cards from different source systems (i.e. not "limited" to SAP Work Zone) Very specific scenarios (e.g. current goal plan or paystubs) can be accessed in a micro app / "SAP wallet" experience

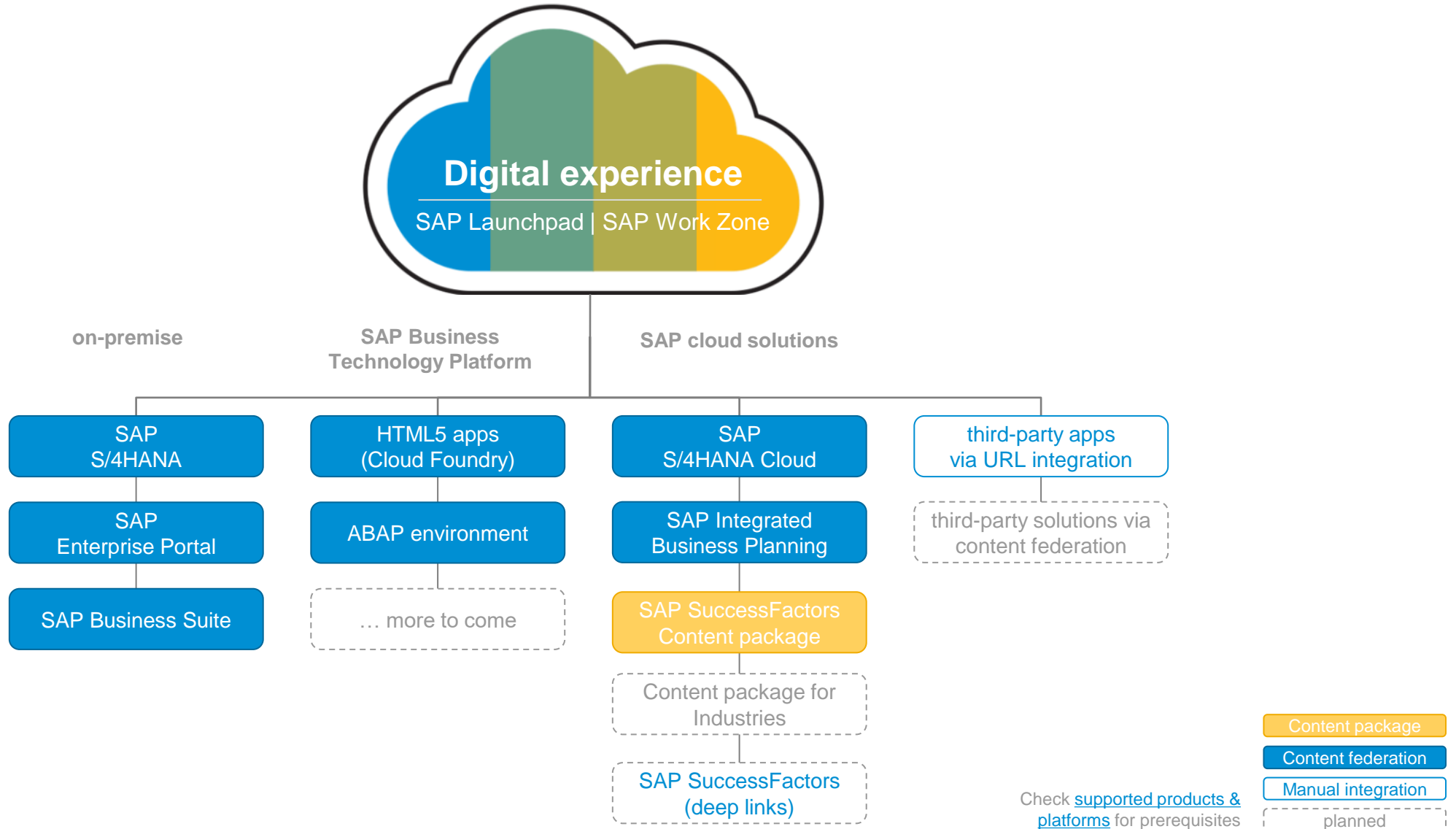


SAP Work Zone

- Integration & Extensibility -



Content Integration status



How SAP Work Zone can be extended?

Overview

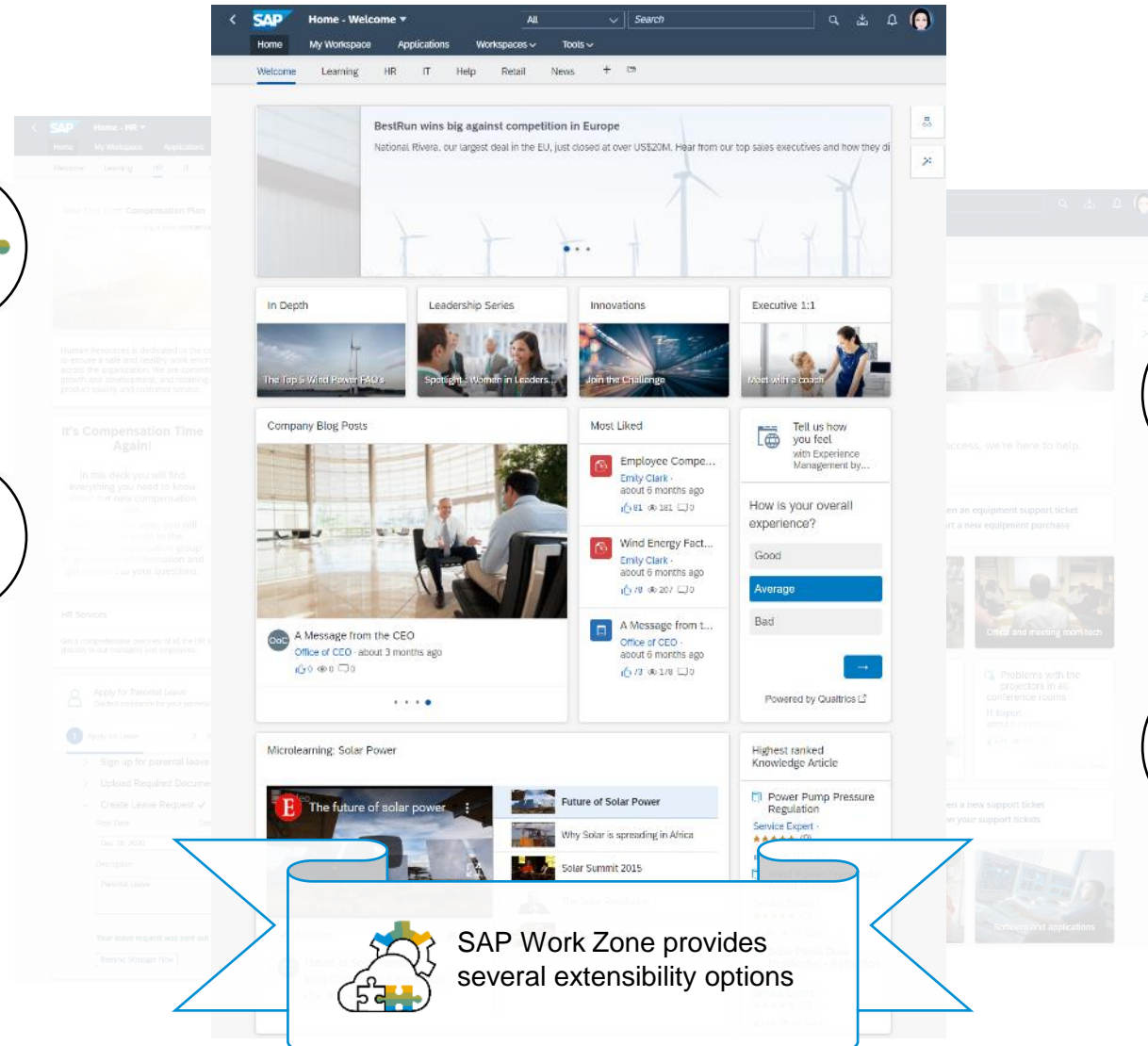
UI Integration Cards


Integrate and enable business content from SAP and third-party apps

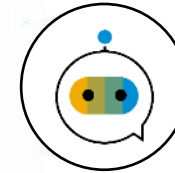


Business Workflows

Design and run workflows for business processes



 SAP Work Zone provides several extensibility options



Chatbots

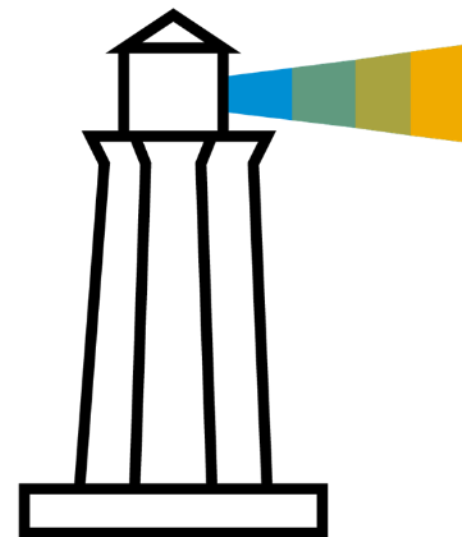
Develop and enable conversational experience for the most often employees' requests



API

Access and manage workspaces from third-party apps

Outlook



Outlook on Key Investment Areas

Across SAP BTP Digital Experience

Unified Experience

- Unified **user experience** and **mobile experience**
- All **Launchpad capabilities** available with SAP Work Zone
- Simple and seamless **upgrade from SAP Launchpad** service to **SAP Work Zone**

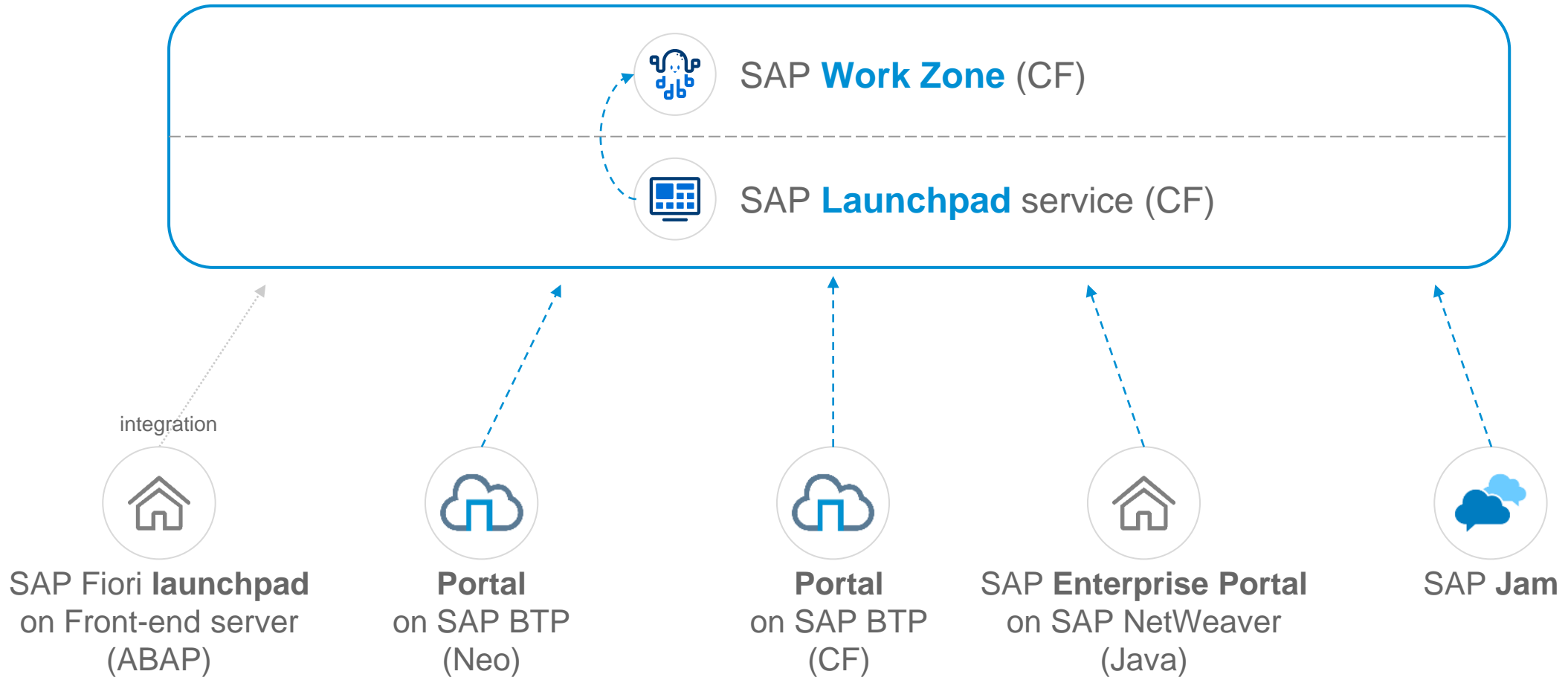


Grow Product Scope

- **Enterprise readiness** (performance, security, high availability, etc.)
- **Functional enhancements**
- Pre-packaged **business content**
- Integration with **SAP Low-Code/No-Code apps**
- **Continuous innovation** (e.g. content recommendations)

Transition Paths

Towards our digital experience solutions



Road map

You can find latest road map information in SAP Road Map Explorer:

<https://roadmaps.sap.com>



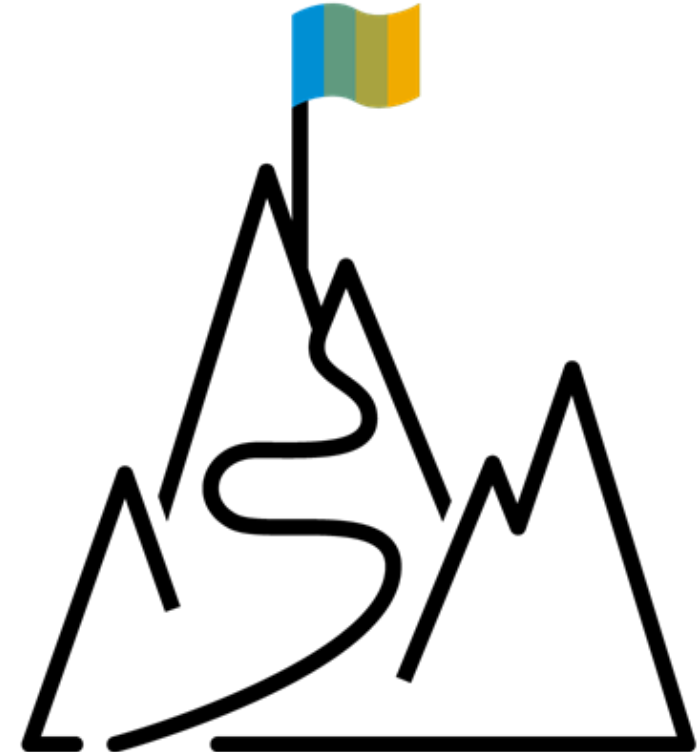
SAP Launchpad

[Road Map Explorer](#)



SAP Work Zone

[Road Map Explorer](#)



Further reading & next steps



SAP Launchpad service

- Getting started using [free tier](#), personal trial, or regular enterprise account
- Try out the [tutorials](#)
- Read the [blog posts](#)
- Check the [documentation](#) for details
- Follow our topic on [SAP community](#)



SAP Work Zone

- Activate service in your enterprise account
- Read the [blog posts](#)
- Try out the [tutorials](#)
- Check the [documentation](#) for details
- Follow our topic on [SAP community](#)

Thank you.

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