Getting to Value:
The People Factor

Chris DuBois, SAP
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Public

About Me

Chris DuBois
Training & Adoption Solution Advisor

12 yrs at SAP serving multiple roles in both pre and post sales as well as an internal role driving change programs within the Customer Success board area

Prior experience (non-SAP) conducting system implementations, facilitating customer training, and creating technical enhancement documentation

MBA and Prosci Certified Change Practitioner

People and Change Management PoC for ASUG HXM Community Alliance

Publications - [Where Are All the Adoption Celebrations?](#)

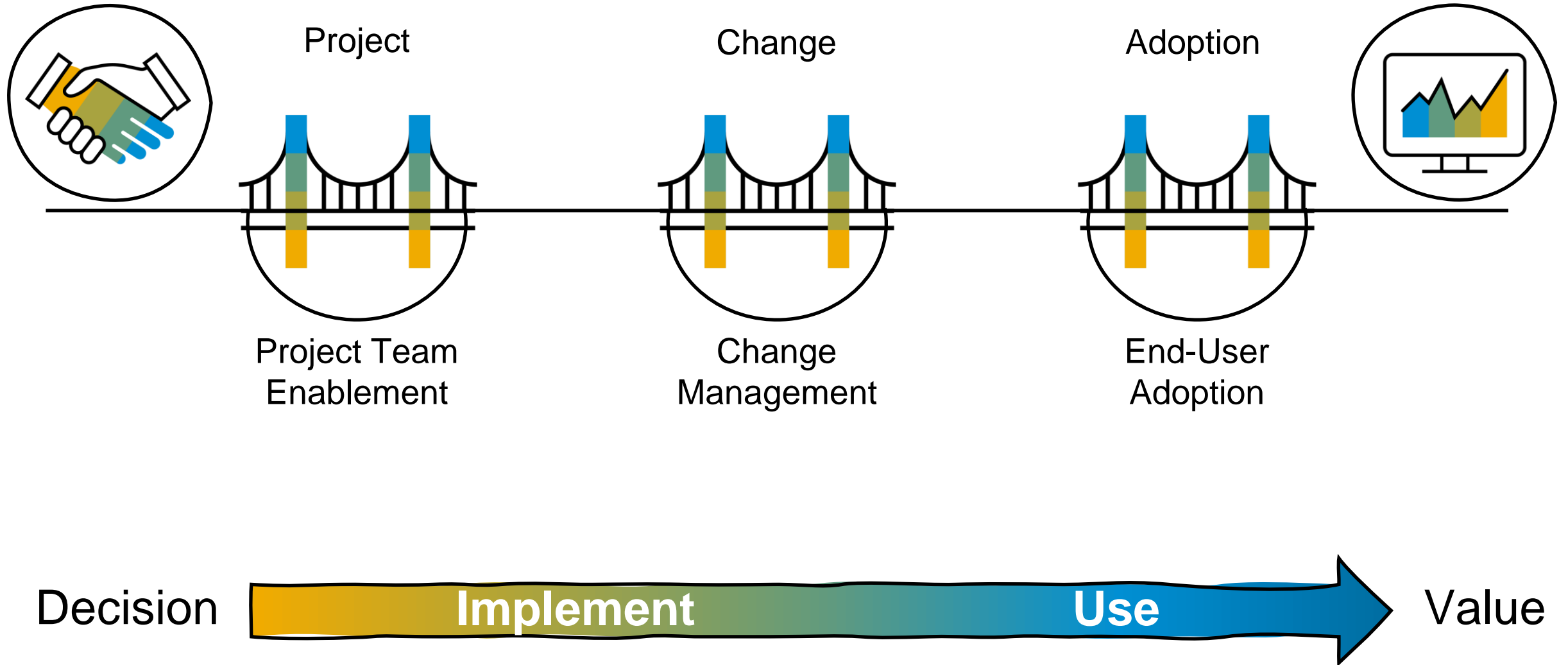# "A perfectly designed technology solution that no one uses does not deliver outcomes or objectives to the org"

PROSCI

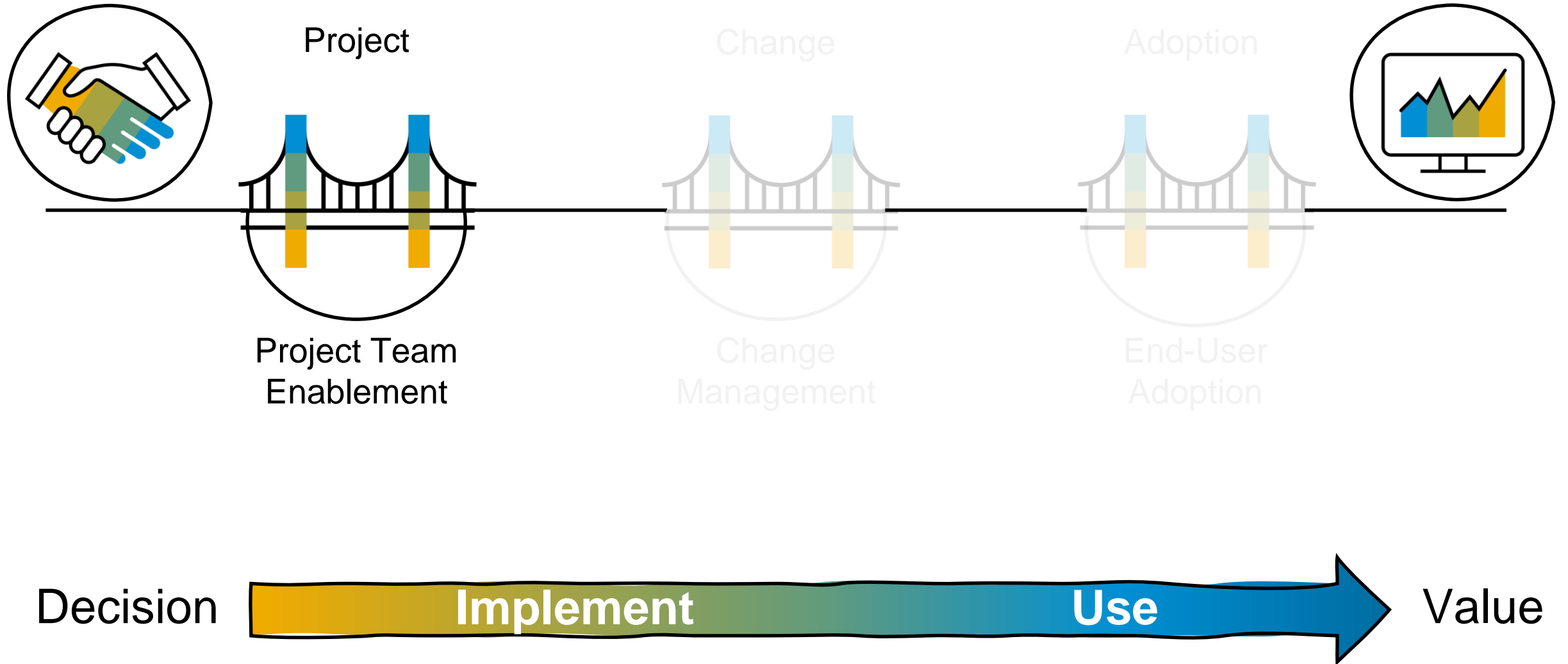# Agenda

Three Challenges to Get to Value

How SAP Can Help

Call to Action

Q&A

Getting To Value

Getting To Value

Project

Project Team
Enablement

Change

Change
Management
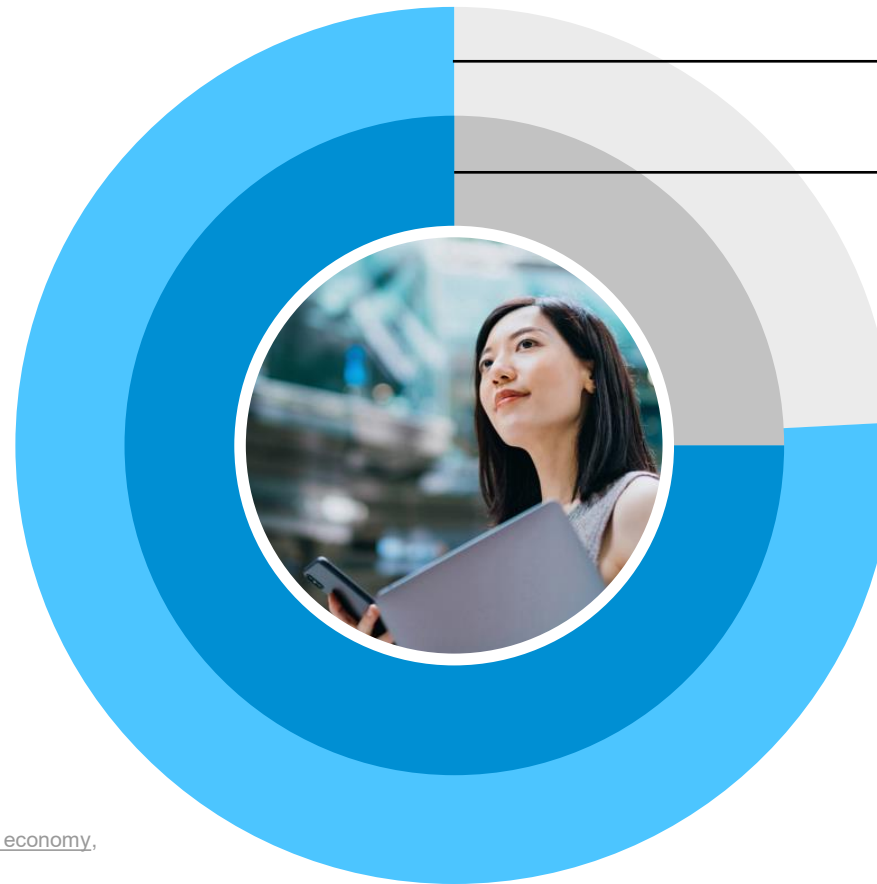
Adoption

End-User
Adoption

Decision | Implement | Use | Value

Digital Skills Challenge:

The need is growing faster than the talent pool

More than 1 billion jobs will be transformed by technology[1]

76% of Information Technology (IT) employers report difficulties finding the hard and soft skills required[2]

75% of employers are facing skills gaps within their current teams[3]

[1] Reskilling Revolution: Preparing 1 billion people for tomorrow's economy, World Economic Forum, March 2022

[2] Manpower Group Employment Outlook Survey, Q1 2023

[3] 2023 Value of Certification IT Candidate Report, Pearson

How SAP Can Help

A blended learning program offers a wide variety of instructor-led and self-paced options to accommodate the different ways people learn.

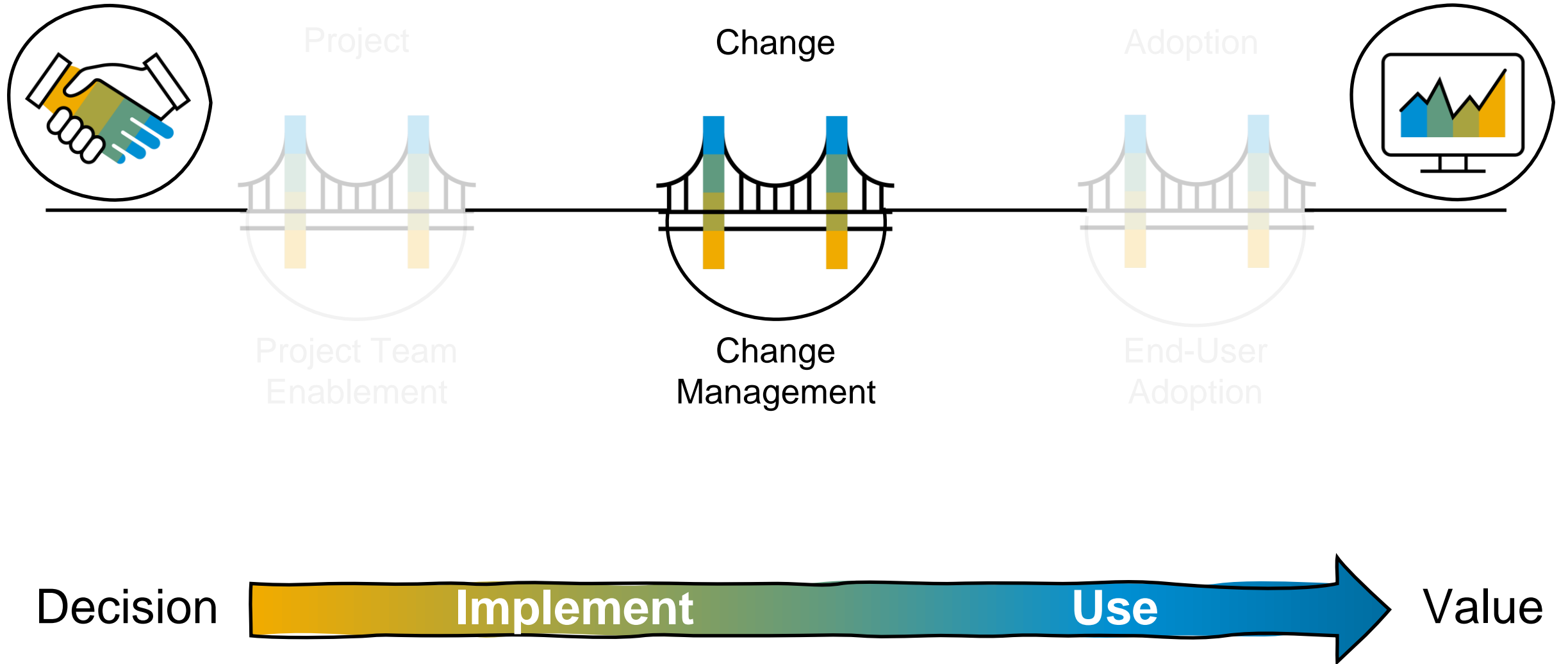## Understand what is available to you at no cost

- openSAP

- Learning.sap.com

Premium offerings to help build your team's knowledge

- SAP Learning Hub

- Instructor-led training

- Certifications

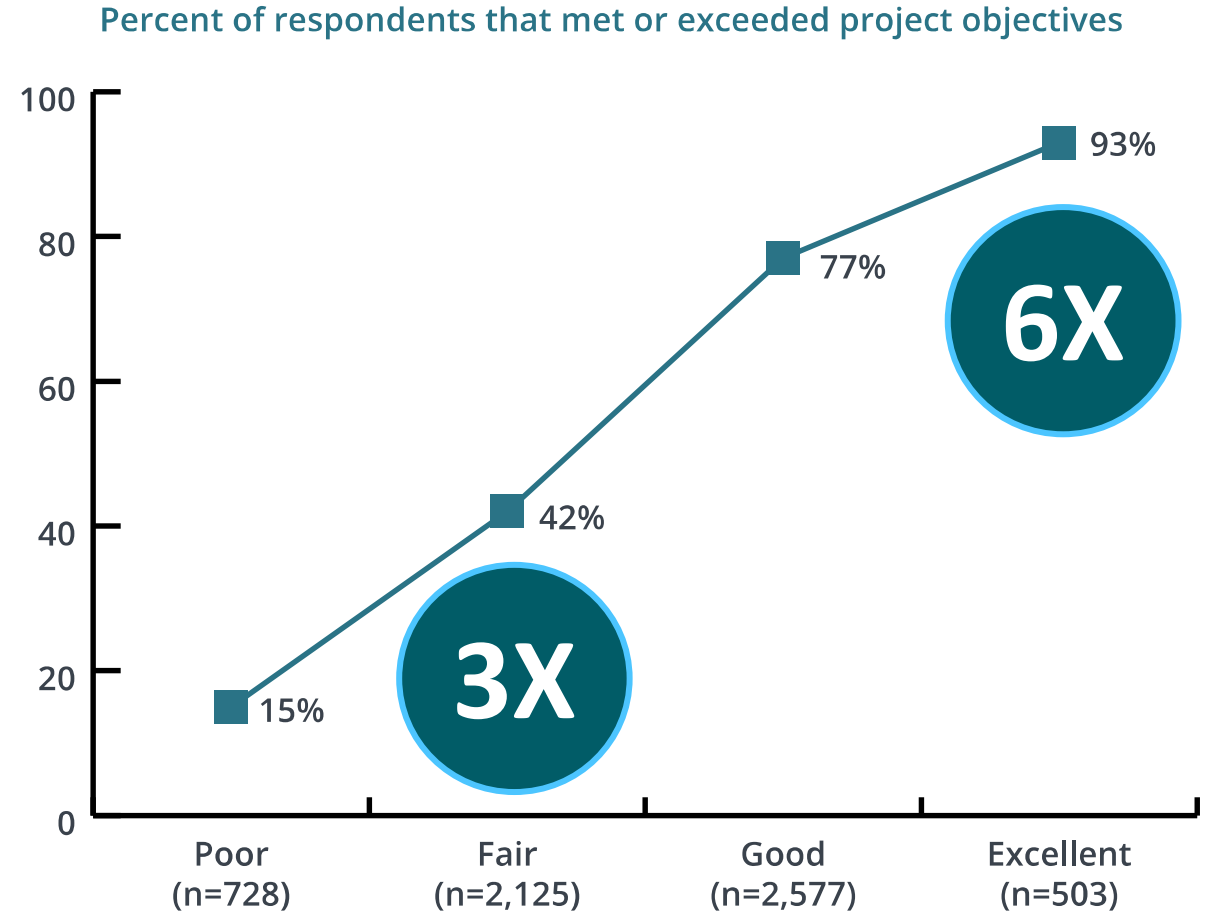- Learning Needs Analysis service

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Decision   **Implement**   **Use**   Value

"They avoided…focusing almost solely on technology instead of on people and change…"

Excerpt from the book CHANGE by John Kotter

Value of Change Management

According to Prosci Benchmarking, organizations are **6X** more likely to meet the strategic business objectives of their business transformation program.

Percent of respondents that met or exceeded project objectives

Poor (n=728)	Fair (n=2,125)	Good (n=2,577)	Excellent (n=503)

15%   42%   77%   93%

3X   6X

Prosci 2020 Benchmarking Data from 2007, 2009, 2011, 2013, 2015, 2017, 2019

How SAP Can Help

Understand what is available to you at no cost

- [Discover Organizational Change Management for SAP Cloud Projects](#) learning journey

  Record of Achievement

Premium offerings to help drive change management

- Change Management services

SAP Change Management:
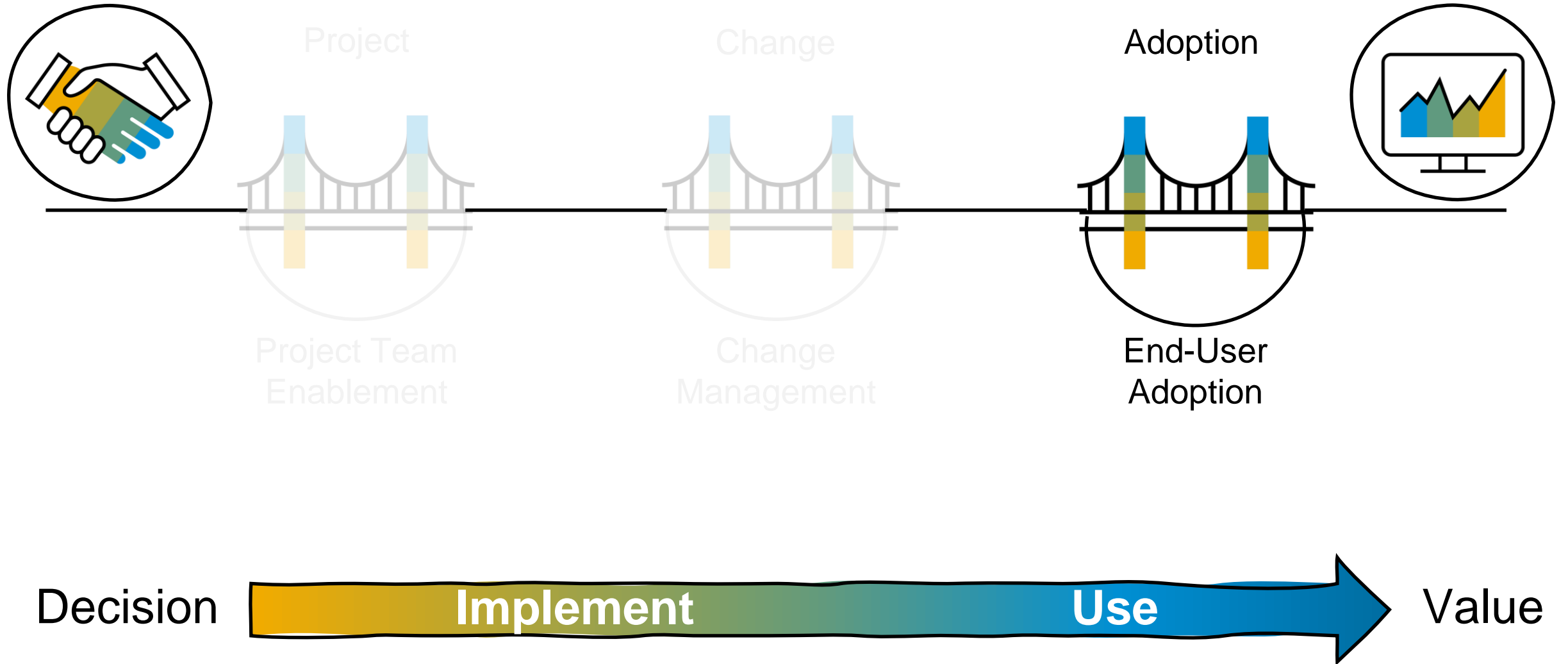## Framework

Change Strategy	Change Leadership	Change Communication	Change Realization	Change Enablement	Change Effectiveness

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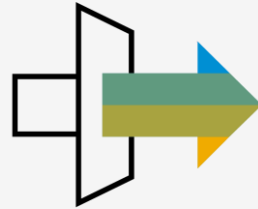
Why Is Adoption So Important

Accelerate Learning

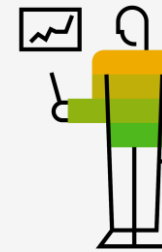Faster time-to-competency means shorter time to **ROI**

Improved User Experience

Simplifying the **user experience** makes even the most complex implementations more enjoyable

Increase usage of new functionality

The more functionally learners use, the **more value** they will deliver

Automate Training

In app assistance **delivers** information **automatically** at the time of need

Decrease Technical Support Cost

Reducing technical **support calls** allows users to become more productive and self sufficient

How SAP Can Help

Understand what is available to you at no cost

- [Embedded content](#) available within Cloud Applications

Premium offerings to facilitate end-user adoption

- SAP Enable Now

- Learning Needs Analysis service

- Custom content and delivery services

SAP Enable Now & SAP Companion

Contextual Help

- Descriptive explanations of screen elements
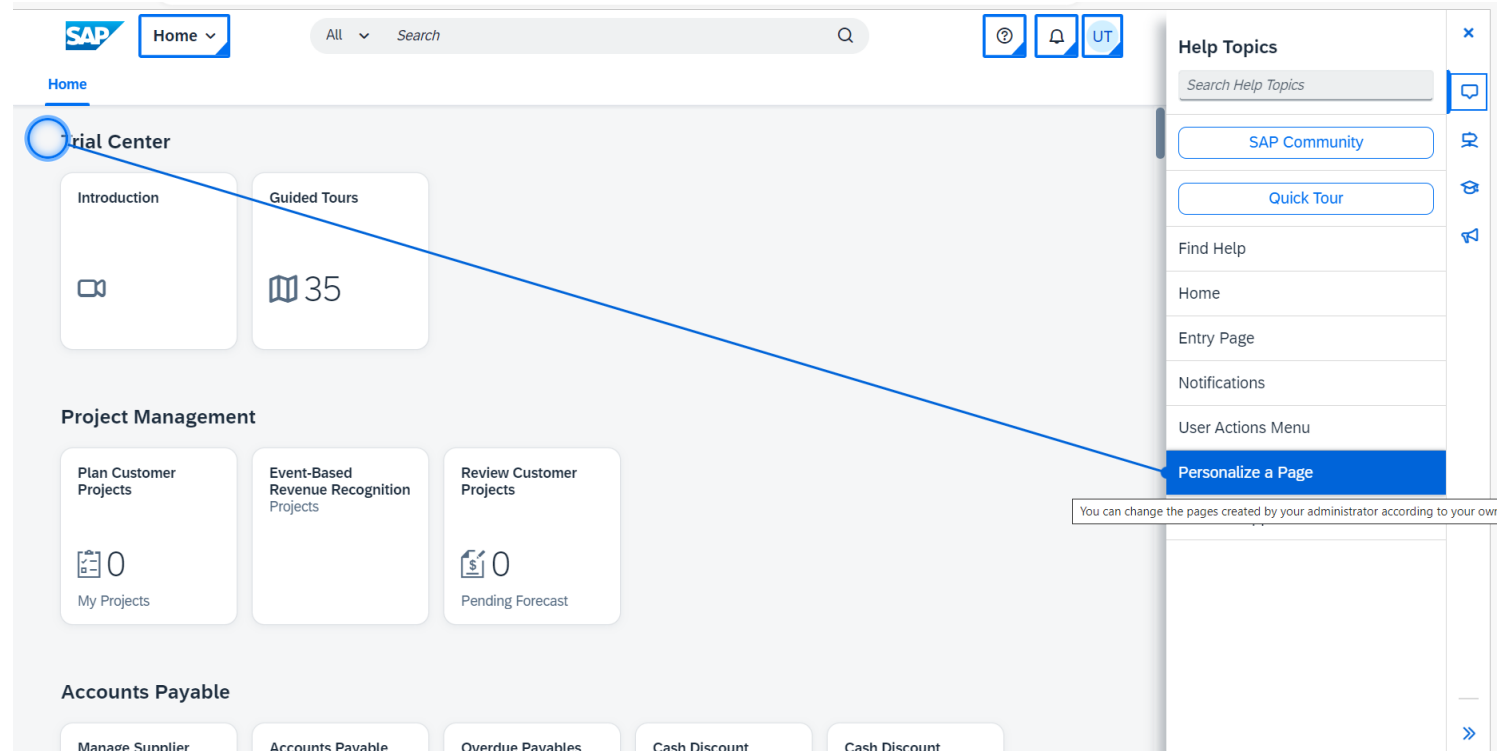
Guided Tours

- In-app, step-by-step process assistance
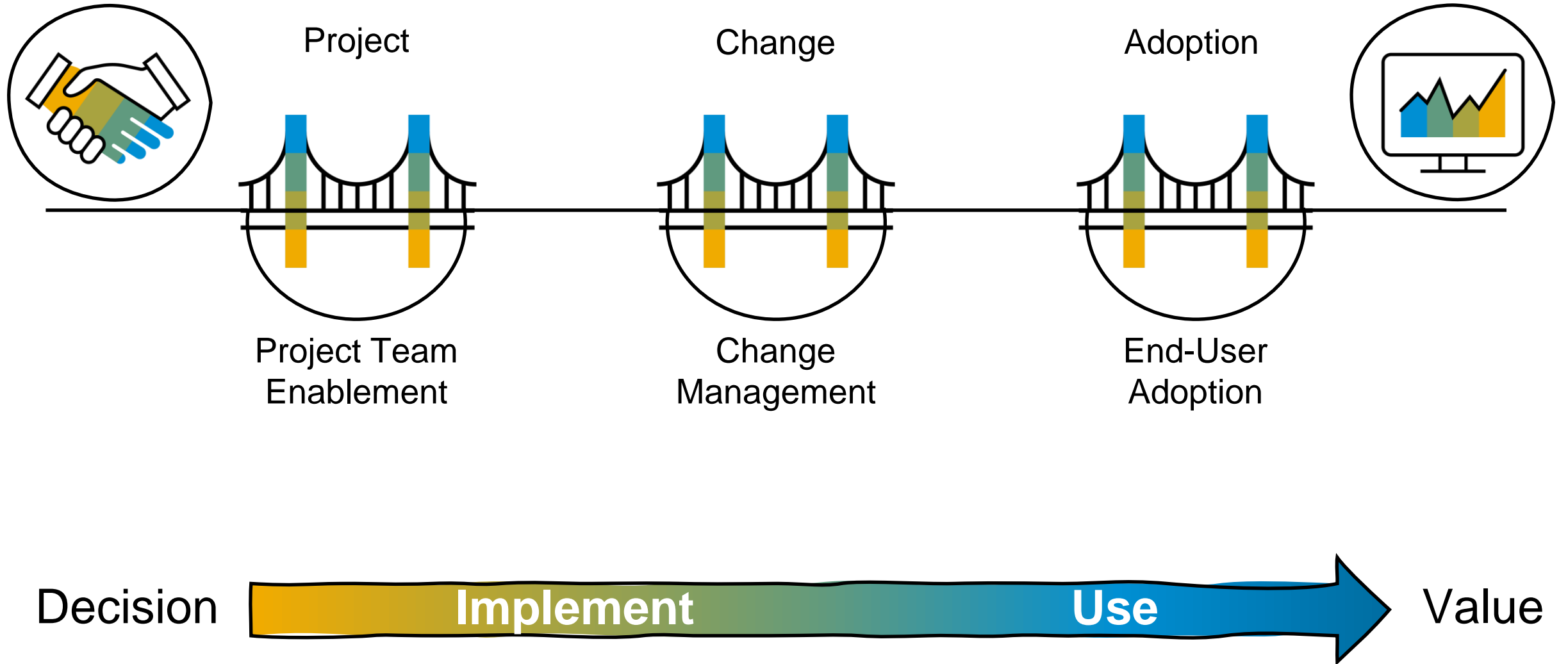
Embedded Learning

- Getting started tutorials to empower users

What's New

- Proactive notifications on new or improved interface elements

Getting To Value

Project — Project Team Enablement

Change — Change Management

Adoption — End-User Adoption

Decision → **Implement** → **Use** → Value

"A perfectly designed technology solution that no one uses does not deliver outcomes or objectives to the org"

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Call To Action

- Ask yourself if you can answer these questions confidently

- Familiarize yourself with the content available to you today at no cost

- Reach out to your SAP AE to understand more about premium offerings

- Scan the QR code to learn more!

Enable Now Innovation Workshop

The workshop covers the different stages of SAP Adoption. Participants will leave with a better understanding of how to successfully introduce SAP Enable Now...

SCHEDULE NOW

3 Hour People Transformation Workshop

The workshop aims to prepare stakeholders for the upcoming changes, equip them with tools to mitigate resistance, and create a plan for engaging stakeholders.

REQUEST NOW

15% Off SAP Training Promotion

Use code 15OFF2023 at checkout for 15% off SAP Training when you book by June 30 2023. This promotion cannot be combined with other offers. Unsure which class...

SAVE NOW

Thank you.

Contact information:

Chris DuBois
christopher.dubois@sap.com

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