Adoption of SAP Solutions

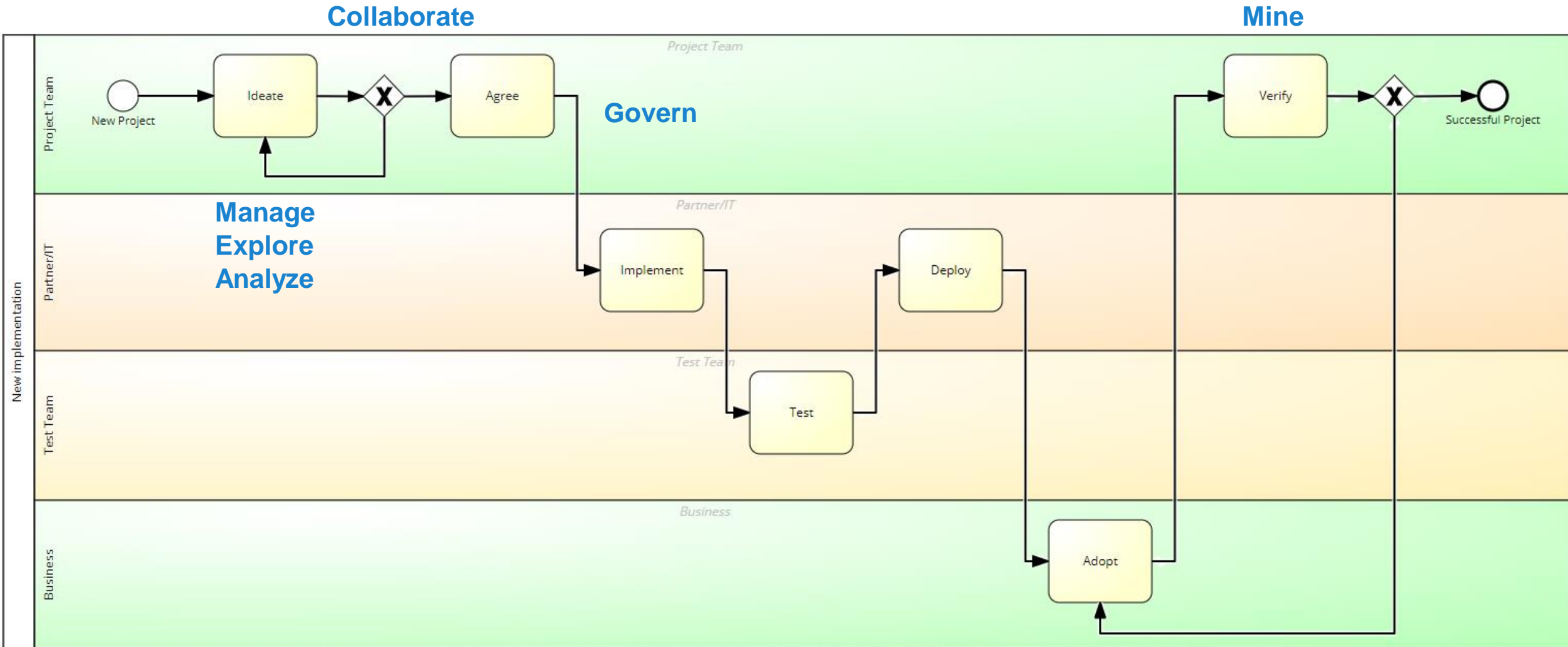Steve LeGrow, Senior Adoption Solution Engineer, SAP
March 15, 2023

PUBLIC

THE BEST RUN **SAP**

The **Stages** of Business Process Improvement

Mine

Verify

Adopt

SAP SolMan (ALM), Tricentis* and
SAP Enable Now integration

Deploy

Test

Implement

Collaborate

Agree

Ideate

Govern

Model

Explore

Analyze

* Tricentis integration is with SAP Solution Manager
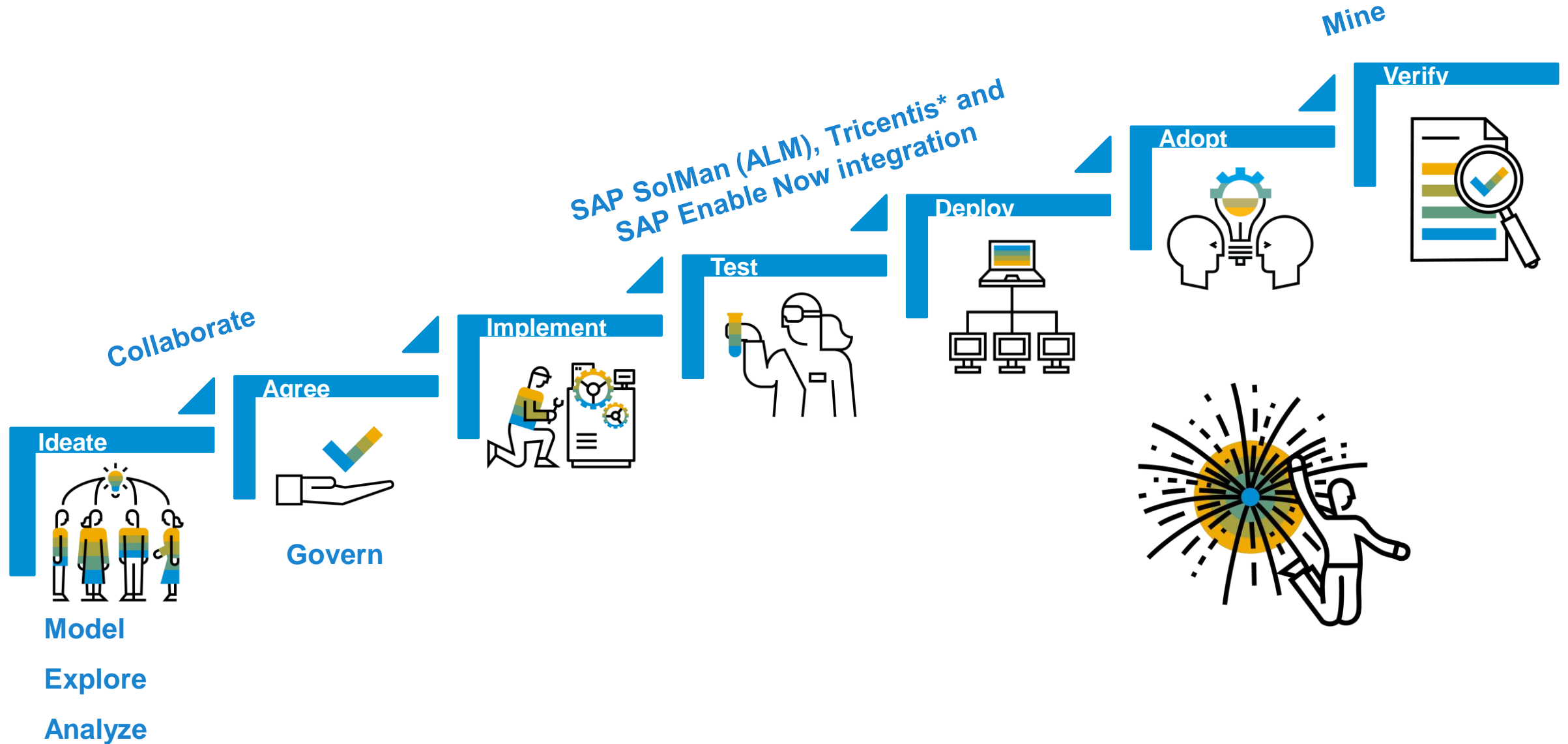
How SAP Signavio Supports True Project Success

SAP Signavio: Supporting *Continuous* Business Process Improvement

SAP Signavio Suite

Collaboration

SAP Best Practice - Process Explorer

Process Analysis	1
Process Automation	2
Customer Journey Modeler	3
Process Modeler	
Governance	4
SAP SolMan (ALM) and SAP Enable Now integration	5
Process Mining	6

Processes — ANALYZE, ENHANCE, DESIGN, ENABLE, EXECUTE

People

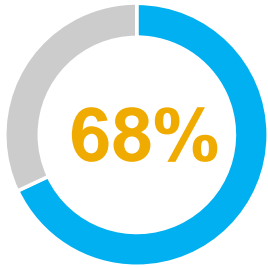Systems — RUN, DEPLOY, TEST, BUILD, DESIGN
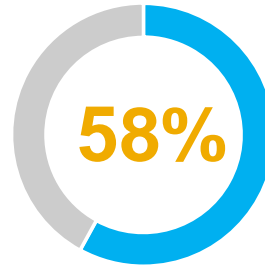
Fast Time to Adapt
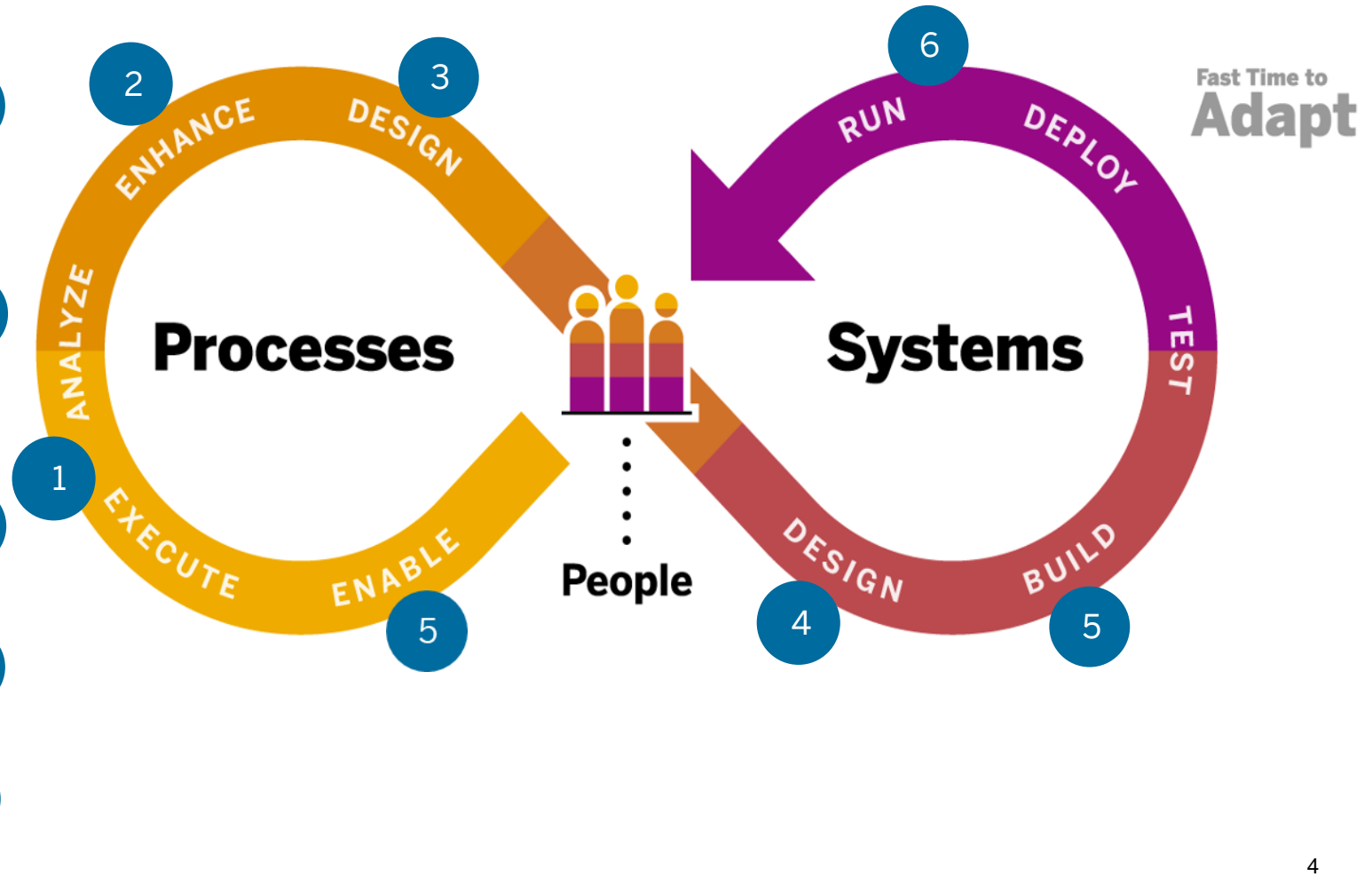
Intelligent User Assistance

Your employees expectations

68%

of employees prefer to learn at work[1]

58%

of employees prefer to learn at their own pace[1]

49%
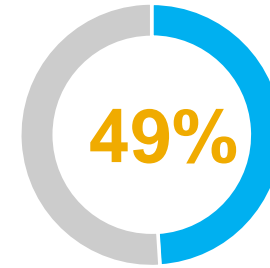
of employees prefer to learn at the point of need[1]
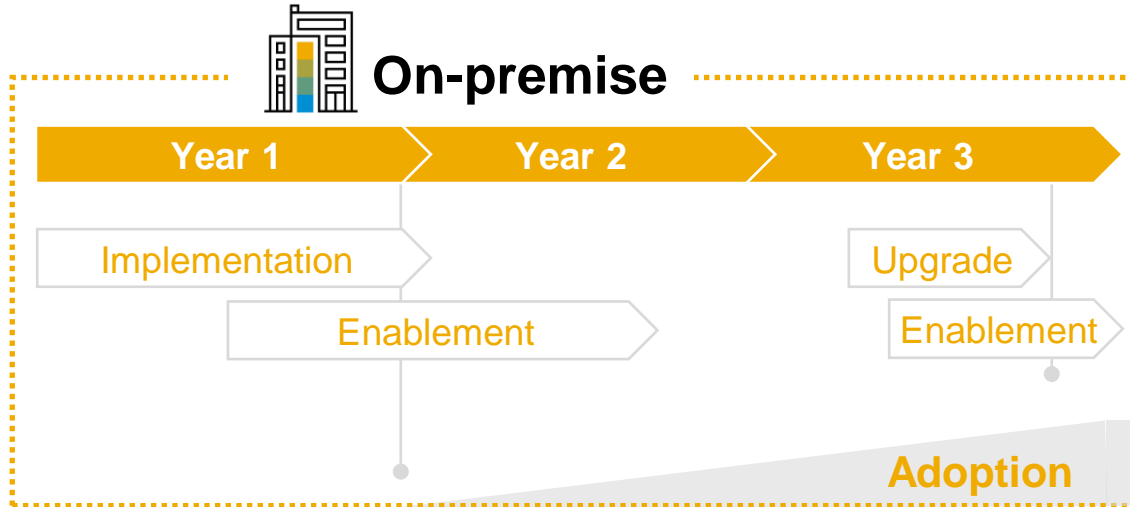
Users prefer enablement "in the flow of work"[2]

1 LinkedIn Learning – 2018 Workplace Learning Report – 2018

2 A New Paradigm For Corporate Training: Learning In The Flow of Work - By Josh Bersin – June 2018

Batting Average Leader in 2022

Hunter Renfroe

New challenges of enterprise software adoption

On-premise

Year 1	Year 2	Year 3
Implementation		Upgrade
Enablement		Enablement

Adoption

Cloud

Q1	Q2	Q3	...
Implementation	Update	Update	
Enablement	Enablement	Enablement	

Adoption

- **Slow** implementation and ramp-up

- **Long** innovation cycles

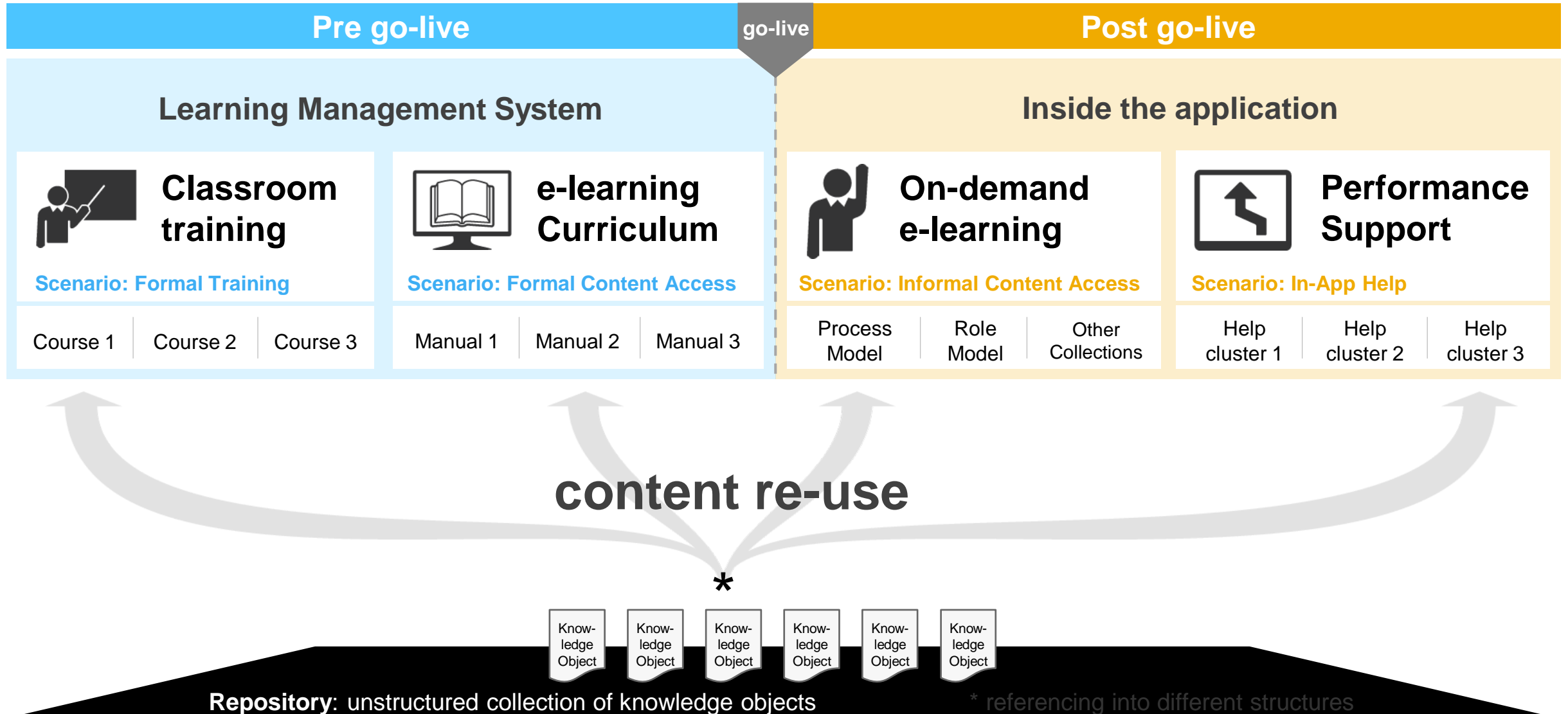- **Major changes** with huge intervals in-between

Enablement usually **once in a life time** upon onboarding and change management – often decoupled from workflow
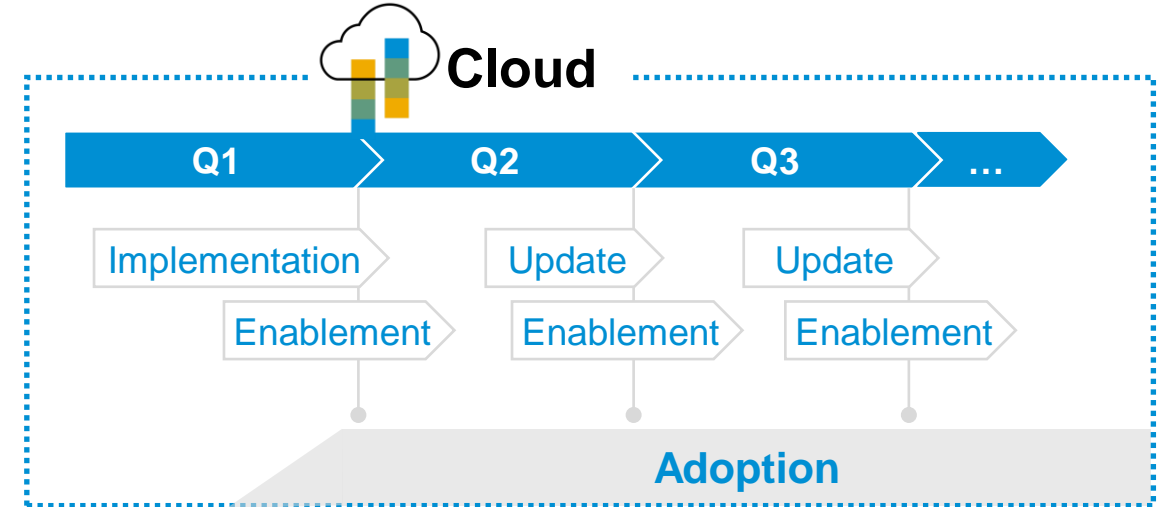
- **Fast** implementation and ramp-up

- **Continuous** innovation cycles

- Many **small changes** on a regular basis

Continuous and **integrated** change management required, ideally with **intelligent user assistance**

How does Enable Now provide help at the point of need?

Pre go-live	go-live	Post go-live

Learning Management System — **Inside the application**

Classroom training	e-learning Curriculum	On-demand e-learning	Performance Support
Scenario: Formal Training	Scenario: Formal Content Access	Scenario: Informal Content Access	Scenario: In-App Help
Course 1 | Course 2 | Course 3	Manual 1 | Manual 2 | Manual 3	Process Model | Role Model | Other Collections	Help cluster 1 | Help cluster 2 | Help cluster 3

content re-use

*

Know-ledge Object   Know-ledge Object   Know-ledge Object   Know-ledge Object   Know-ledge Object   Know-ledge Object

Repository: unstructured collection of knowledge objects

* referencing into different structures

Intelligent User Assistance in SAP Solutions

Contextual Help

- Descriptive explanations of screen elements directly in-app
- Resembling traditional F1 help
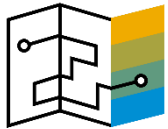
Guided Tours

- In-app, step-by-step process assistance
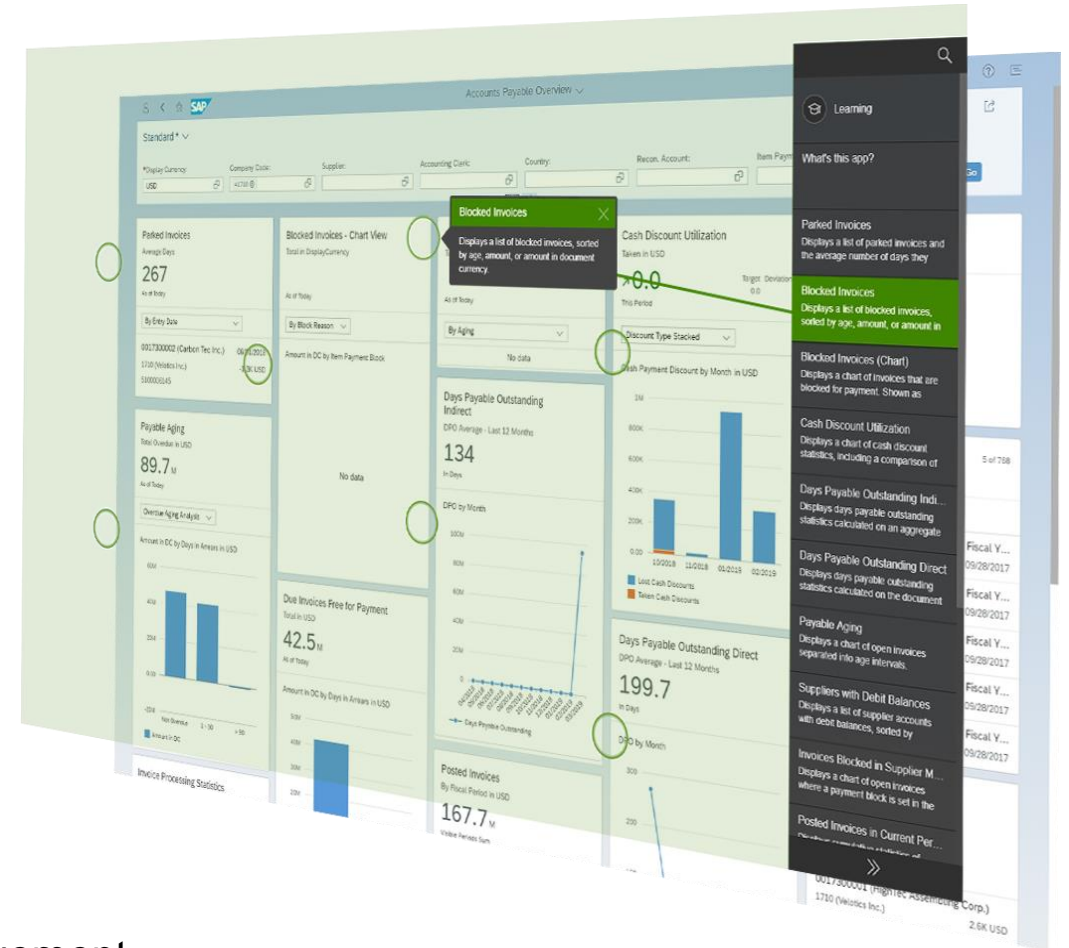- Useful instructions and information for each process step

Embedded Learning

- Getting-started tutorials to empower users
- Consumable content, either in-app or in the Learning Center

What's New

- Pro-active notifications on new or improved interface elements
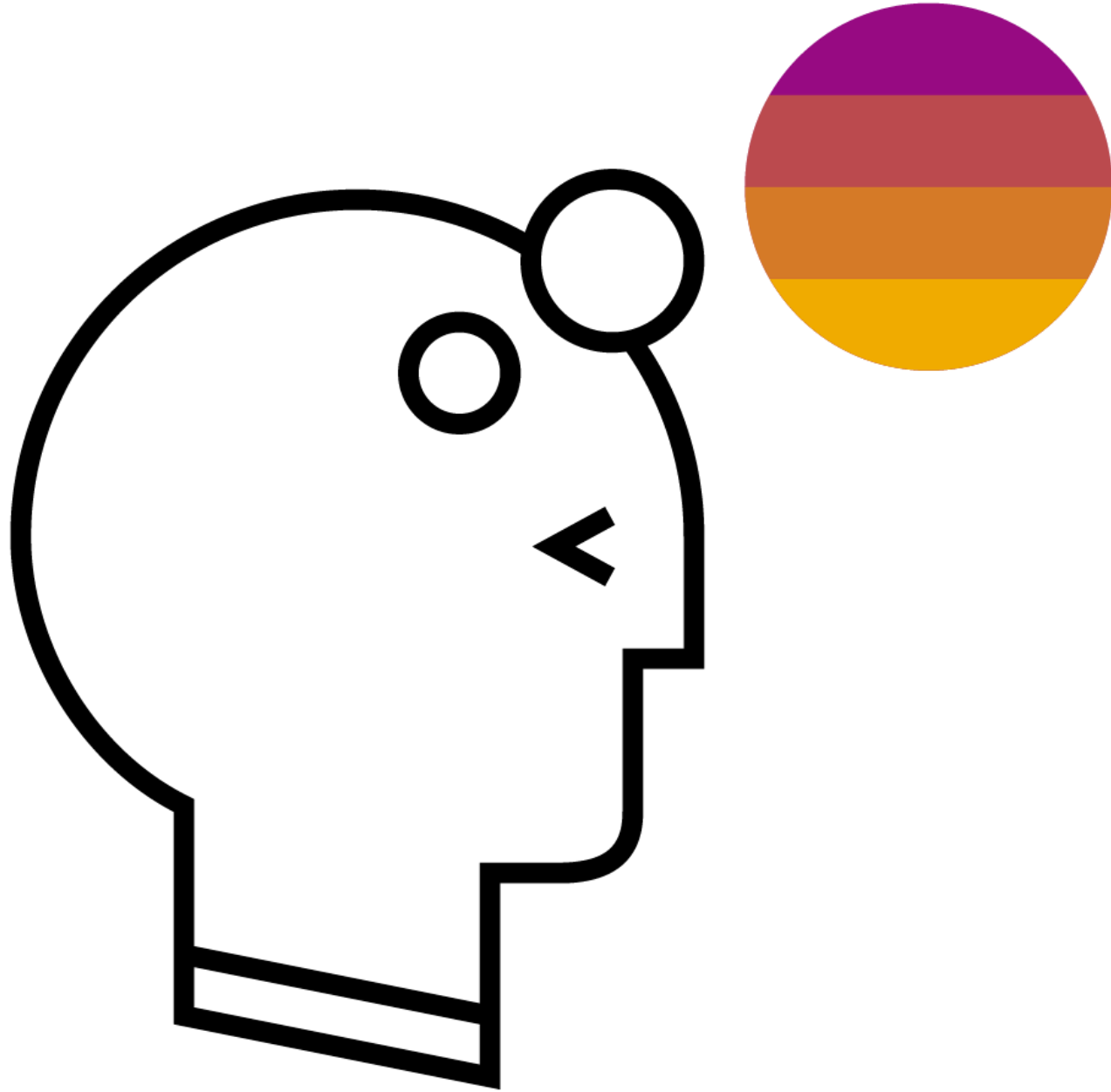- Ideally suited to drive in-app change management

User Assistance @ the Point of Need

- ✓ Field-level help
- ✓ Embedded Learning
- ✓ Guided Tours

Questions?

Thank you

Steve LeGrow

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THE BEST RUN **SAP**

Training and enablement drives workforce adoption and delivers proven benefits for every phase of your project

Phase 1: **Build**

Well-trained **implementation teams** result in:

11%

Reduction in deployment time

EMPLOYEES
DEPLOY
PROJECT TEAM

Phase 2: **Run**

Well-trained **administrators** result in:

15%
Increase in organizational satisfaction with SAP

20-62%
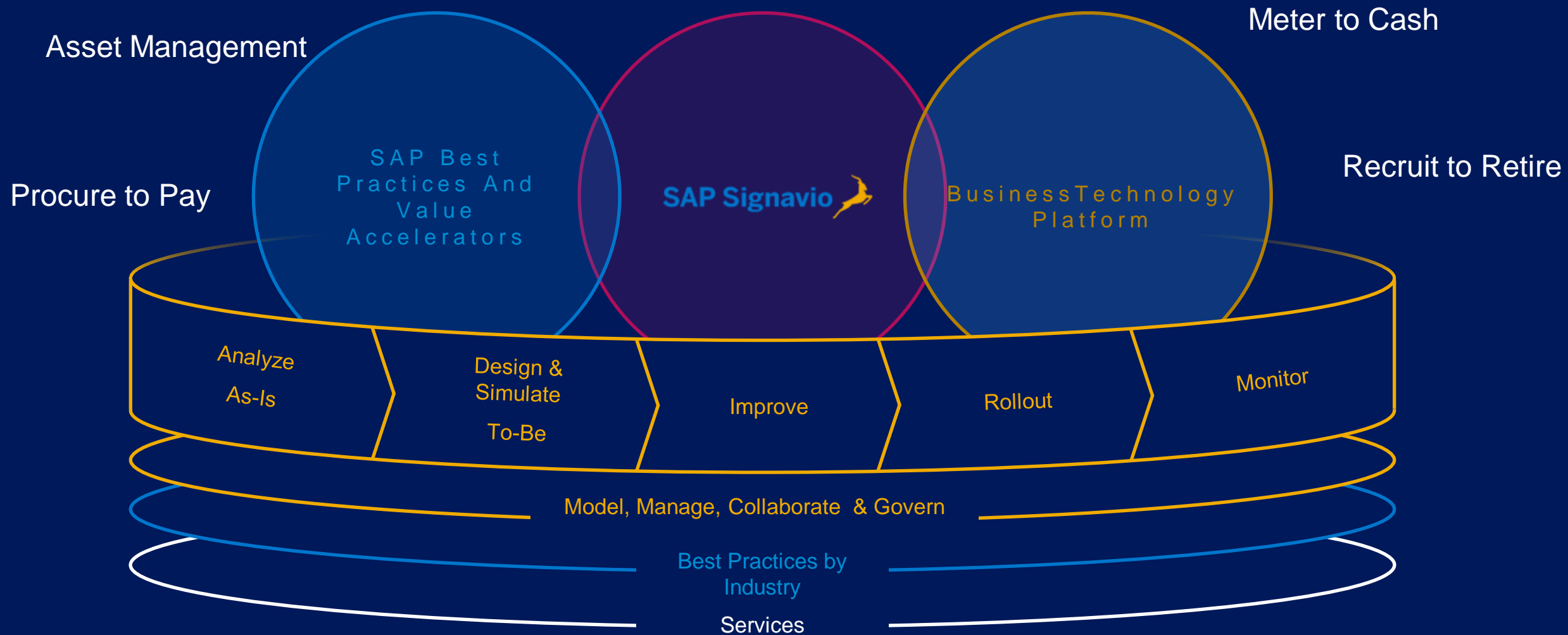Reduction in support calls

27%
Reduction in escalations

EMPLOYEES
DEPLOY
PROJECT TEAM

Phase 3: **Realize Value**

Well-trained **end-users** result in:

7-13x
Improvement in end-user key performance measures

EMPLOYEES
UTILIZE
USERS

*Source: IDC Training Impact Research, targeting 950 SAP customers across the globe, May 2018 - link to study

The "Process" of Business Process Management…

Asset Management

Meter to Cash

Procure to Pay

Recruit to Retire

SAP Best Practices And Value Accelerators

SAP Signavio

Business Technology Platform

Analyze As-Is

Design & Simulate To-Be

Improve

Rollout

Monitor

Model, Manage, Collaborate & Govern

Best Practices by Industry

Services

The "Process" of Business Process Management…
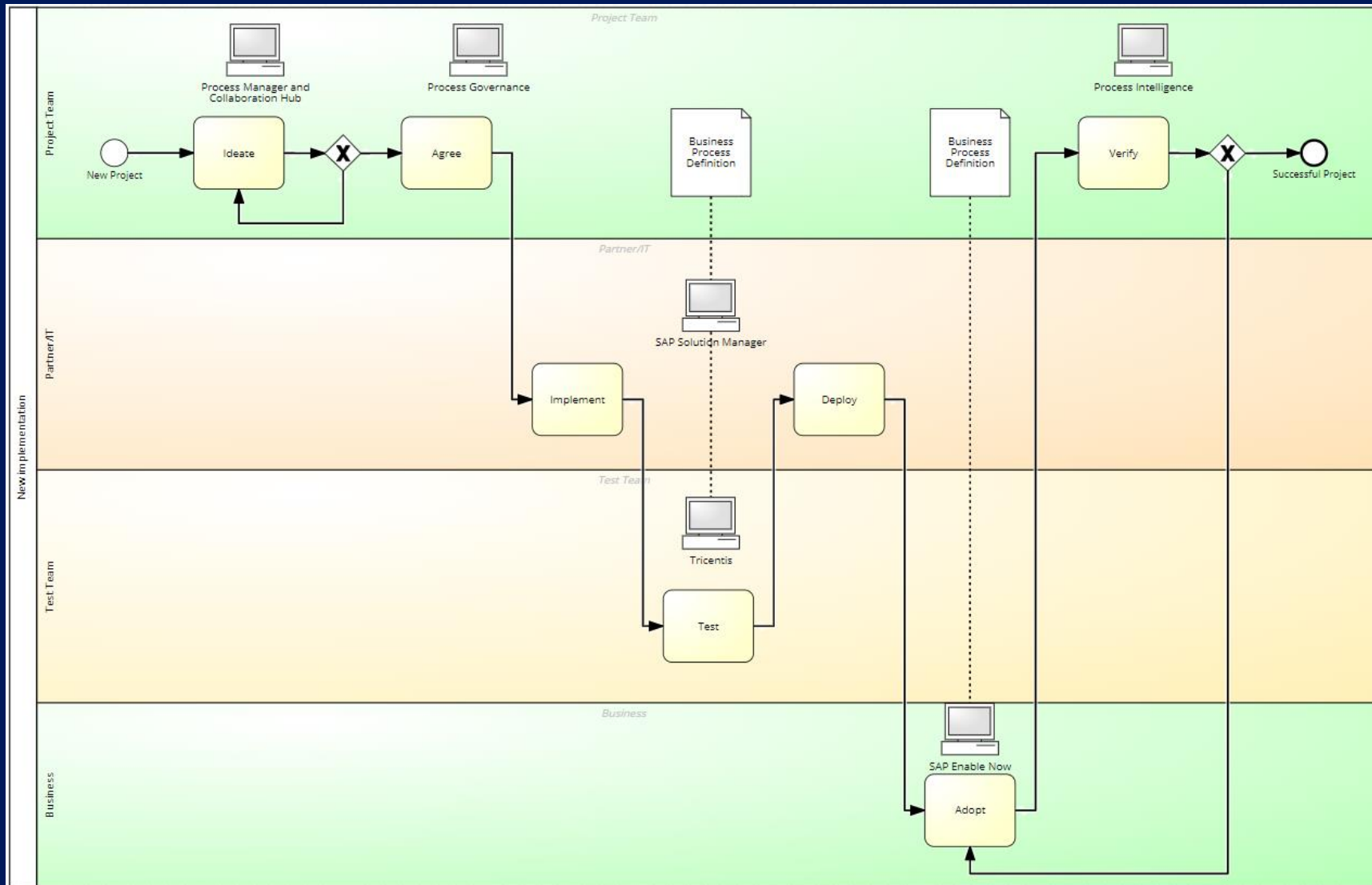
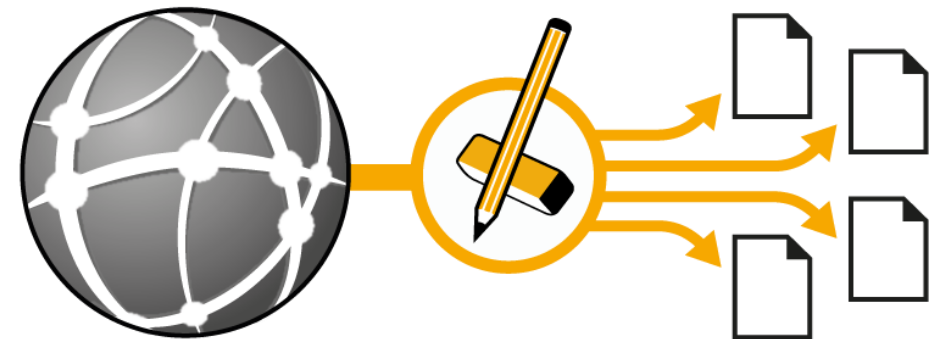# Why Our Solution is so Effective

Different Outputs from One Recording

Single Source

| Documentation | Simulations | Performance Support | Test Plans and Scripts | Offline Demo | Contextual Knowledge Base |

Automatic Localization

Template-Based Content Creation
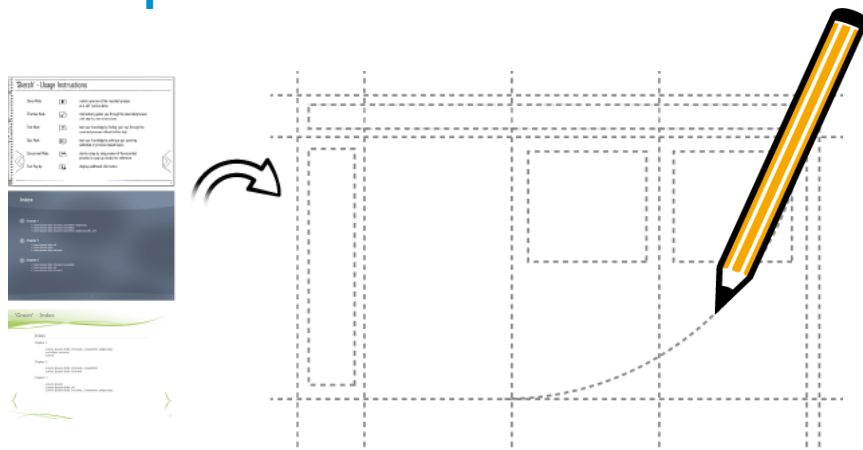
Multi-Modality for Content Re-Use
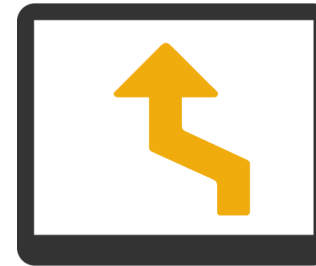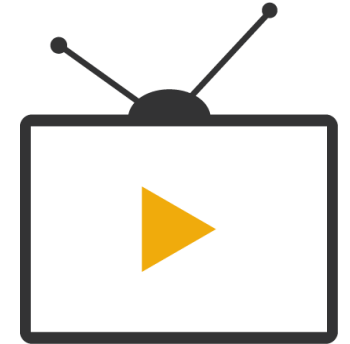
How the Content Can Be Delivered and Integrated

LMS

Application Help Menu

Context-Based Help

Video Portals

Knowledge Portal

Mobile Devices

Test Scripts

BPM Integration
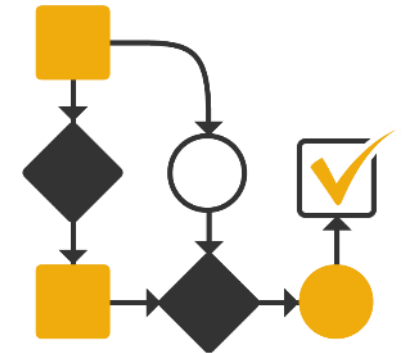
SAP Enable Now

Increase workforce productivity - confident in hours and competent in days

Improve data quality and increase business process execution speed

Accelerate return-on-investment of your enterprise software investments

Reduce costs for IT help desk and IT support by providing just in time support

Maximize adoption for corporate change events – for IT and non-IT changes

Improve training success and learning retention

Increase first-call resolution rate in your call centers – both externally and internally

Accelerate content creation for all areas of corporate learning