

ASUG

Community Conversations

**WalkMe in Action: Accelerating User
Adoption Across Your SAP
Transformation**



Today's Agenda

- Welcome
- Insights from the Community
- Insights from SAP
- Community Q&A
- What's Next?

Guest Speakers:

Joseph Kevin Jones

**Solution Advisor,
SAP**

Trey Meadows

**Account Executive,
WalkMe**



Digital Adoption

WalkMe is the world's leading Digital Adoption Platform (DAP). Enterprises use WalkMe to pinpoint and resolve digital friction hiding in their workflows, achieve the ROI they expect from their tech, and better manage constant change.



60%
faster internal user adoption

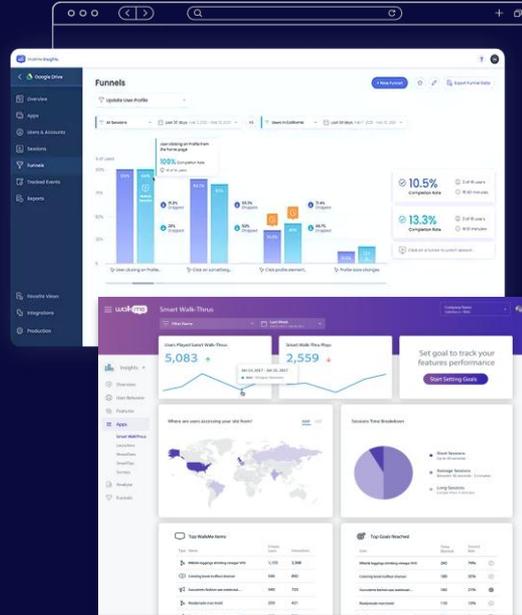
45%
faster application migration

 IDC White Paper, Business Value of WalkMe, June 2023

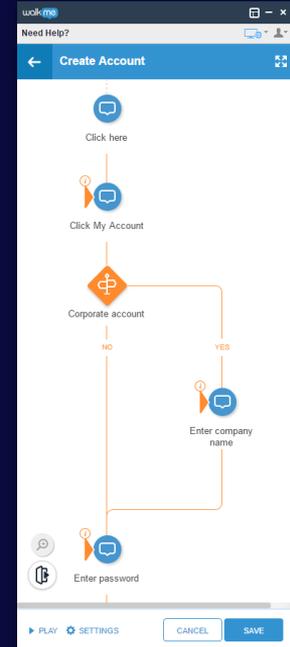
3 Components of WalkMe's Digital Adoption Platform



Overlay Experience
Employees / Users

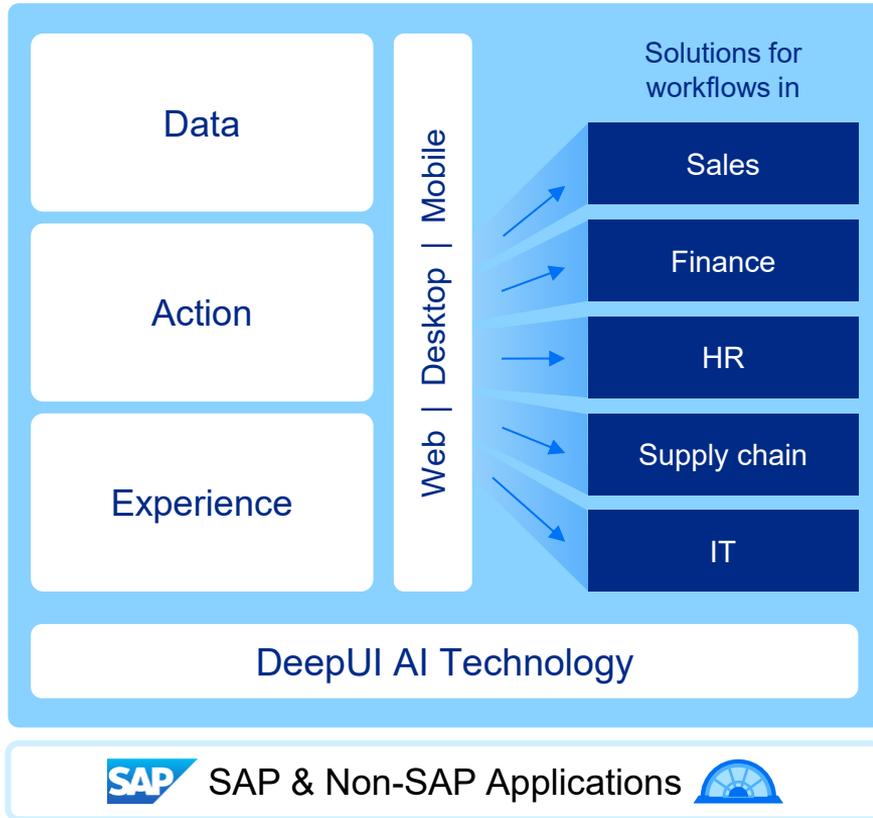


Adoption Analytics
Application Owners

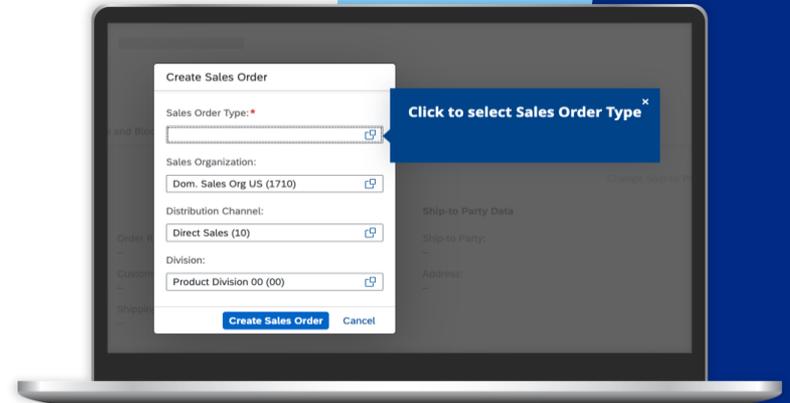


Content Creation
WalkMe Builders

WalkMe is built for change - Any Web Based App



walkme
An SAP company



Maturity Use Cases and Value Realization

Assisting with Clean Core

Emerging Value



Training Reduction

Reduce knowledge loss from training with in-system guidance and information.



End User Efficiency

Improve employee productivity and satisfaction by providing proactive enablement.



Process Improvement

Improve the overall adherence to process while enabling segmentation and reducing time.

Scaled Value



Documentation Automation

Eliminate/Reduce high-cost, low-value & static L&D asset creation and maintenance with process capturing technology.



Change Management

Communicate, alert and support all cohorts of user types through all changes via contextual and hyper-personalized targeting.



Cross Application Automation

Solve complex and highly conditional processes across entire workflows, reducing variation.

Transformational Value



Compliance & Policies

Identify breakage and enforce adherence with regulatory requirements, policies & fraud management.



Empower Self-Service

Allow the business to build for the business. Fully replace costly SI services and long dev cycles.



Profitability

Target highest impact to cost reduction/avoidance and/or increased revenue. Processes with highest complexity, risk, cost, volume processes

Reactive & Ad-hoc

Proactive & Prescriptive

Large global customers rely on WalkMe to turn Transformations into market advantages.



[IBM](#) 140+ apps & 500k+ users

- 6X Product adoption
- 4X Conversion rate
- 80% SaaS revenue ~2X goal
- 100% Completion rates on regulatory-required training

Customer since 2016



[Nestlé](#) 400+ apps & 270k+ users

- 1.5M hrs YOY
- \$30M productivity YOY
- 250% completion rates on business critical workflows

Customer since 2020

Deloitte.

[Deloitte](#) 185+ apps & 500k+ users

- 30% Support tickets
- 80% time-to-proficiency
- 14 member CoE
- 19+ languages

Customer since 2019

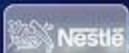


[Cisco](#) 115+ apps & 245k+ users

- \$450k 1st 6mo w/ [Discovery](#)
- 30% Compliant AI adoption
- 100% Completion rates on regulatory-required training
- 50:50 Internal:External use-cases

Customer since 2013

“WalkMe enables us to **hyper-automate** by **taking as many tasks as possible off employees’ plates**. We automate the onboarding process, deflect support tickets, and even **make changes with no code, directly on the application**. That in turn reduces our costs because **we don’t have to develop the application from scratch**. You **don’t need to be an expert developer to create content**.” - Jason Friedman, DAP Lead Deloitte Services LP.



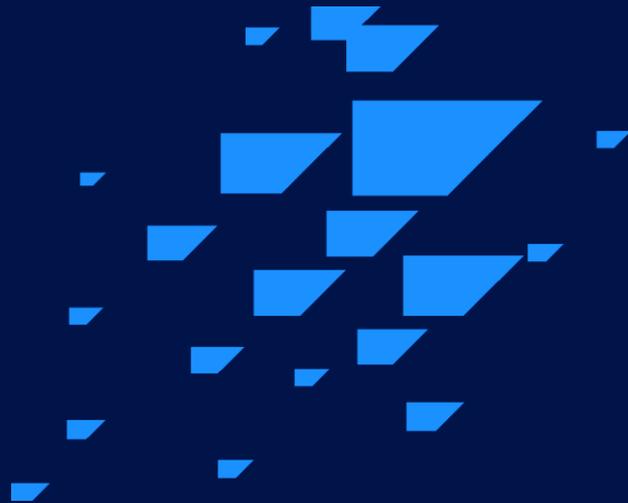
A chat with
Nestlé's Digital Adoption Team

walkme
an SAP company

Patrick Fuedner

Sr. IT Product Manager – Digital Enablement
Nestlé

Live Demo



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Setting the stage:

Where are you in your journey?

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***WalkMe in Action: Accelerating
User Adoption Across Your SAP
Transformation***

Insights from SAP

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Community Discussion:

What are your thoughts?

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What's Next?

Opportunities to Connect

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Engage Your Community

BTM Community on ASUG:



BTM Community on LinkedIn:





Upcoming Events:

- **September 24th**, *Customer Influence Opportunity: Data Privacy and Protection in SAP HANA*
- **October 15th**, *From Frameworks to Impact: Governing EA in the SAP Landscape*
- **October 29th**, *From Chaos to Control: Governance That Enables Change*

**Visit [asug.com/events](https://www.asug.com/events) to register for these and other upcoming Business Transformation Management Events*



Upcoming Events:

**ASUG Best Practices for
Oil, Gas, and Energy**

October 6-8

Houston, Texas

ASUG Tech Connect 2025

November 4-6

Louisville, Kentucky



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Thank you!