A Customer's Journey Migrating Complex SAP Apps to Fiori

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About the Speakers

Gibs Saint Paul

- Manager Enterprise Application Solutions, Salt River Project (SRP)

- Support the introduction of new and enhanced functionality into our Enterprise landscape

- Never seen Game of Thrones or the Walking Dead

Jesse Bernal

- Sr Business Development Specialist, SAP

- Customer for 15years started in WM

- Expert in SAP Education products

- Own a Theater Company

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Key Outcomes/Objectives

1. Taking a proactive approach when monitoring user experience

2. Empower your users to do their jobs

3. Partnering with your business ensures Fiori success

Agenda

- Introduction of Salt River Project (SRP)
- What is SAP User Experience Management by Knoa?
- SAP Fiori @ SRP
- Design Thinking Process
- WBS/IO Business Case
- Q&A

Introduction of Salt River Project

- One of the nation's largest public power utilities
- Provide electricity to roughly 1 million customers in a 2,900-square-mile service area
- Integrated utility that provides:
- Generation, transmission and distribution
- Metering and billing services
- SRP's water business is one of the largest raw-water suppliers in Arizona.
- Delivering about 800,000 acre-feet of water annually to a 375-square-mile service area

Current SRP Landscape
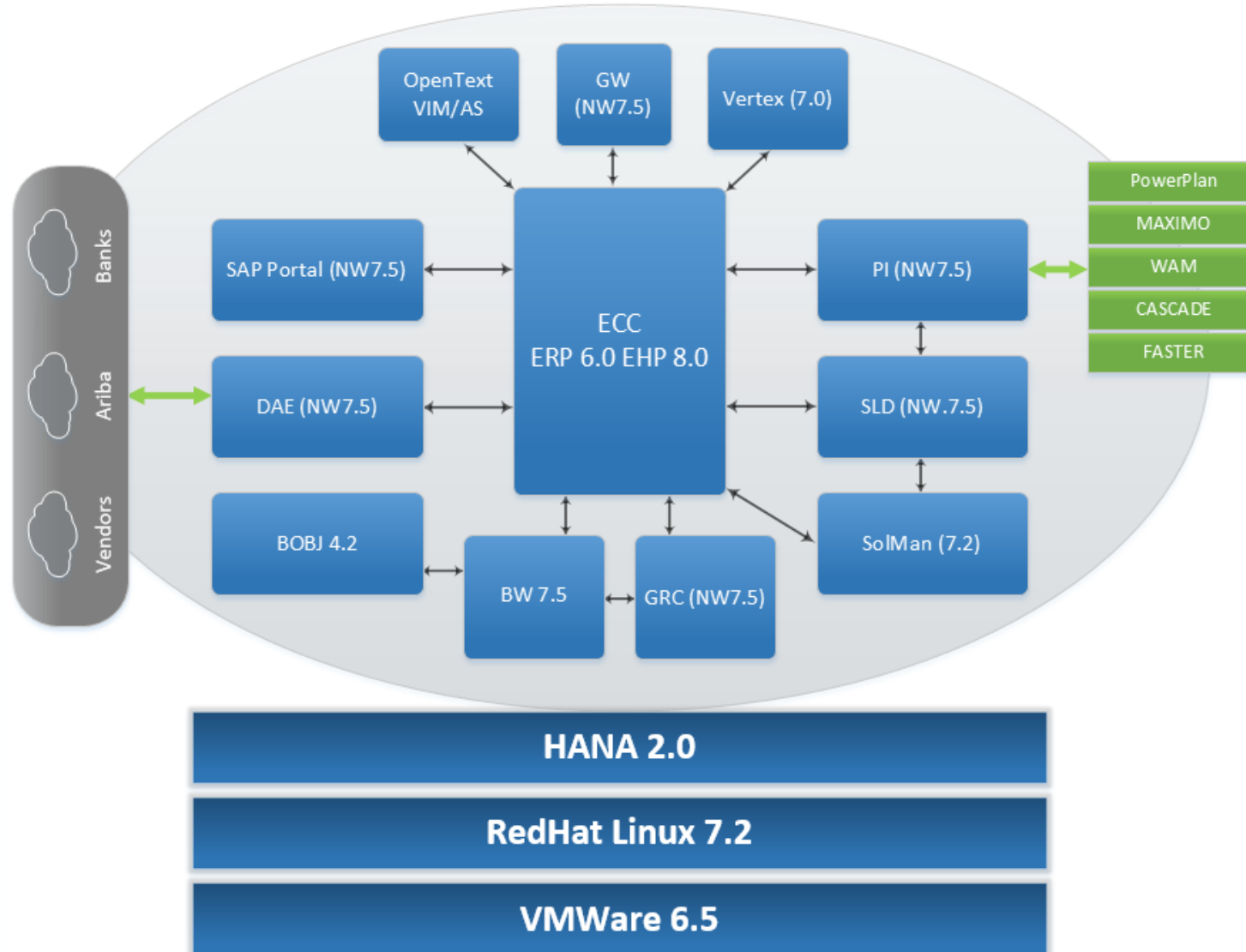
SAP User Experience Management by Knoa

Think Differently!

About Technology. About your People.
About Learning and Adoption.

Knoa Software - Trusted SOLEX Partner of SAP

SAP Partner Ecosystem

- SOLUTION EXTENSIONS
- ENDORSED BUSINESS SOLUTIONS
- ECOHUB REFERRAL
- PARTNEREDGE PARTNER
- SAP SOLUTION CERTIFIED (Not an SAP Partner)
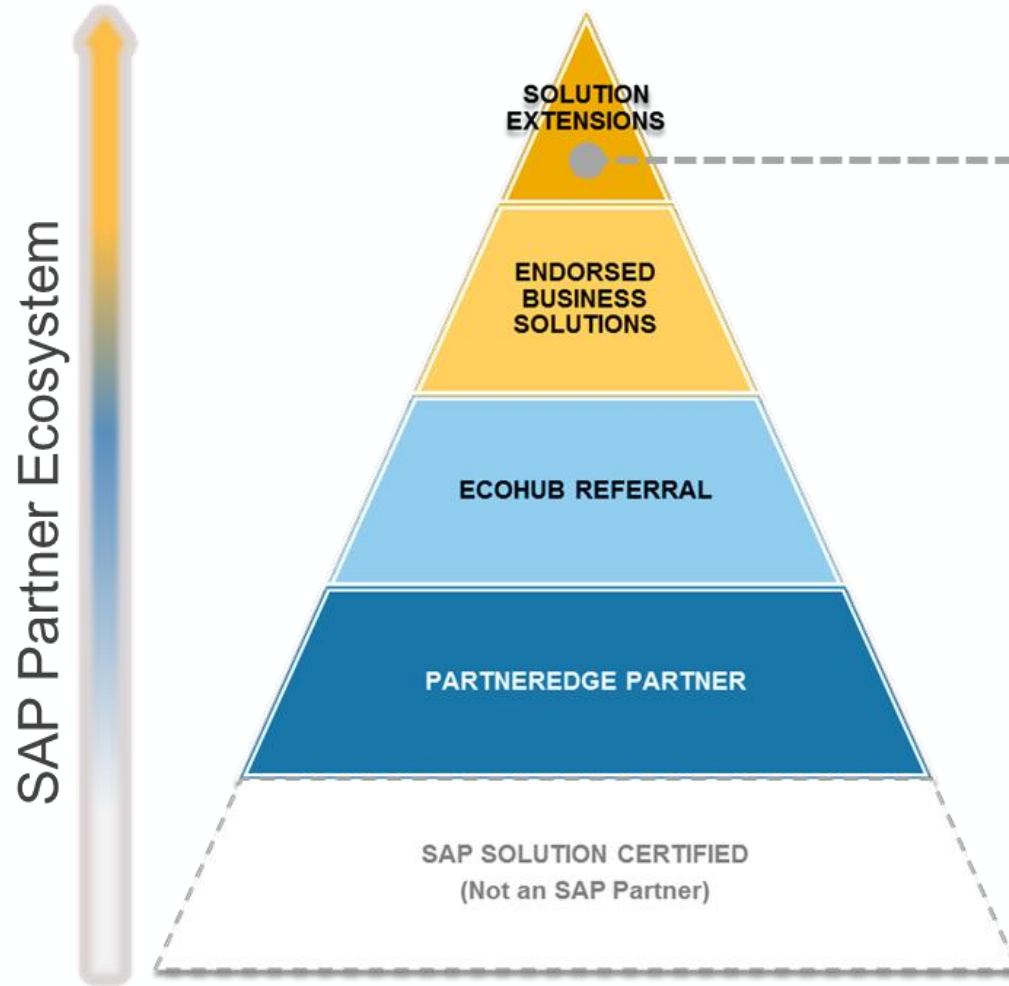
KNOA™

- Partners since 2008
- Tested to SAP standards
- Purchase through SAP
- Maintenance, upgrade and support through SAP & Knoa
- Joint solution road map

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SAP User Experience Management by Knoa

SAP UEM by Knoa provides analytics about user behavior when interacting with SAP applications

Knoa user analytics:

- ❑ User adoption – active and idle time on every application screen
- ❑ User experience – system performance and application quality
- ❑ User performance – user errors, compliance with best practices
- ❑ User workflows – Complete user journey through a business process

SAP UEM by Knoa monitors real user behavior across the entire SAP landscape

- ❑ R/3 and S/4 applications
- ❑ On-premise and cloud applications
- ❑ Desktop and mobile users
- ❑ All SAP UI technologies, including Fiori and SAPUI5

SAP User Experience Management
tool by Knoa Software let businesses see how employees interact with software suites to improve usage.

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SAP UEM by Knoa User Analytics for the SAP Landscape

SOLUTIONS

S/4HANA Migrations
Reduce cost and maximize ROI of migration projects. Quantify the improvements in user adoption and experience.

Migrations to Cloud/Mobile
Ensure successful transition to cloud and mobile applications by measuring adoption and user experience KPIs

Hypercare and ongoing support
Proactively monitor user performance to identify process and application improvement opportunities, deliver targeted training, and optimize business process execution

VALUE

Increase workforce productivity
by gaining visibility into where users struggle with the application or process

Improve application and process design
by focusing on issues with true impact on user productivity

Maximize adoption of new business applications
by measuring user engagement and identifying adoption gaps

Improve training success and efficiency
by delivering targeted training and measuring its impact

Accelerate return-on-investment
of your enterprise software investments

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

ANALYTICS

User Adoption
Active and idle time measured on every SAP screen, for every SAP user, across any SAP application

User Experience
System performance and application quality reflecting the true user impact

User Performance
Measure every user's ability to execute business transactions without errors or deviations

User Workflows
Step by step, complete user journey through a business process

ACQUIRE

On-Premises
Implementation by Knoa Certified Partners

Cloud Edition
Hosted and Managed by Knoa

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Objective User Reports for the SAP Landscape

Understand business process execution for all users

Session	Module	Screen	Activity	Description	Duration	Time
1274	> FB01	> Enter Grower Acc. manual: Correct G/L account item	Screen Start		00:00:05	3:38:37 PM
			Completed Operation	Display Document Overview (Shift+F2)	00:00:01	3:38:40 PM
		> Coding Block	Dialog Start		00:00:02	3:38:40 PM
			Completed Operation	Continue (Enter)	00:00:01	3:38:41 PM
		> Enter Grower Acc. manual: Display Overview	Screen Start		00:00:09	3:38:42 PM
			Completed Operation	Post (Ctrl+S)	00:00:01	3:38:44 PM
			User Error	Posting is only possible with a zero balance; correct document		3:38:45 PM
			Completed Operation	Choose (F2)	00:00:01	3:38:50 PM
		> Enter Grower Acc. manual: Correct G/L account item	Screen Start		00:00:10	3:38:51 PM
		> Coding Block	Dialog Start		00:00:02	3:38:54 PM
			Completed Operation	Continue (Enter)	00:00:01	3:38:56 PM
		> Enter Grower Acc. manual: Correct G/L account item	Completed Operation	Display Document Overview (Shift+F2)	00:00:01	3:38:58 PM
		> Coding Block	Dialog Start		00:00:02	3:38:59 PM
			Completed Operation	Continue (Enter)	00:00:01	3:39:00 PM
		> Enter Grower Acc. manual: Display Overview	Screen Start		00:00:05	3:39:01 PM
			Completed Operation	Post (Ctrl+S)	00:00:03	3:39:03 PM
		> Enter Grower Acc. manual: Add G/L account item	Screen Start		00:00:05	3:39:06 PM
			Non-Error Message	Field BSEG-VALUT. does not exist in the screen SAPMF05A 0300		3:39:07 PM
		> Enter Grower Acc. manual: Display Overview	Screen Start		00:13:19	3:39:10 PM
			User Error	Posting is only possible with a zero balance; correct document		3:39:11 PM

When?

How?

Tried to find GL Account

3:38:40 PM

Why?

Posting cannot occur

SAP UEM by Knoa Knoa Use Cases

S/4HANA Migration Projects
1. Perform pre-migration assessment
2. Set testing targets
3. Decrease resolution time during hypercare
4. Identify superusers
5. Validate performance improvements
6. Measure adoption of new applications

Business Process Optimization
1. Measure process adoption
2. Identify business process improvement opportunities
3. Measure the impact of IT landscape changes on business processes
4. Identify top and bottom performers
5. Verify user compliance with best practices for process execution
6. Identify incomplete master data setup

Application Development and Support
1. Prioritize application support initiatives
2. Measure the impact of application support initiatives
3. Determine what to test
4. Validate and document test coverage
5. Determine who will be impacted by application changes
6. Sunset customizations
7. Monitor performance issues during hypercare
8. Replicate issues encountered by production users

End-user Training
1. Perform learning needs assessment
2. Provide targeted end-user training
3. Measure the effectiveness of training
4. Audit usage of training environments
5. Prioritize new training content development
6. Identify when users trigger errors to guide them through a process
7. Verify proper utilization of the application
8. Identify your superusers

Support Desk
1. Proactively monitor issues experienced by production users
2. Validate issues reported to the Support Desk
3. Assess the true impact of reported issues
4. Replicate issues encountered by production users

Miscellaneous
1. UX Design
2. Audit and Compliance
3. License Optimization
4. Capacity Planning
5. Six Sigma initiatives – Continuous Improvement

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Who Benefits from this Information

FUNCTIONAL SUPPORT

- Deliver pro-active user support
- Eliminate recurring issues
- Reduce ticket count
- Minimize change management disruption

TRAINING & EDUCATION

- Assess user training needs
- Develop targeted training content (WPB, Productivity Pak)
- Empower super user community
- Test training effectiveness

CHANGE MANAGEMENT

- Objective KPIs during UAT
- Benchmark performance before go-live
- Measure adoption of deployed functionality (standard & custom)

USER EXPERIENCE

- Enable user experience initiatives (Fiori, Personas)
- Improve user satisfaction
- Enable faster diagnosis and resolution

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SAP Fiori @SRP

SRP Fiori Process

KNOA™

| Identify potential screen improvements | Assess screen impacts and inefficient processes | Evaluate capabilities to improve UX | Prototype Fiori screen | Conduct focus groups | Testing– Automated and Manual | Deploy |

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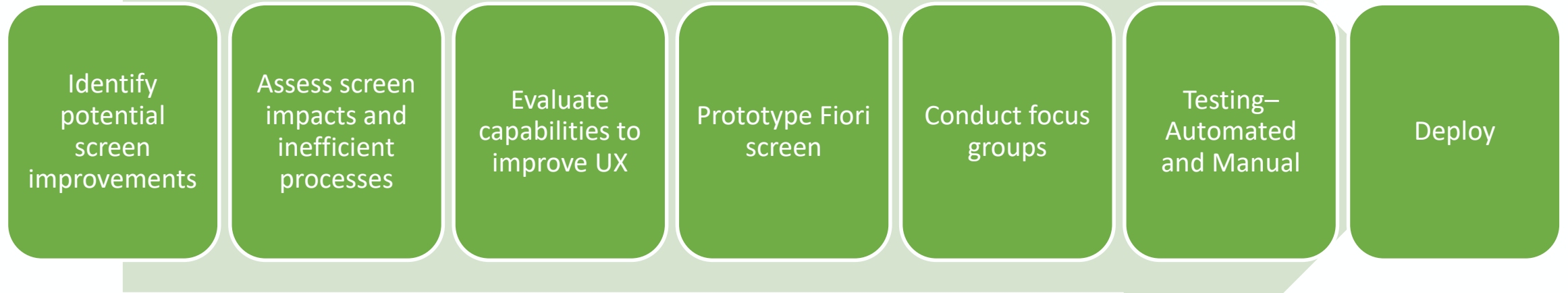
Identify Potential Screen Improvements

- Identify transactions with:
  - Highest error rates
  - Screen interactions
  - Multiple t-codes needed to find your answer
  - Highest level of user activity
- Started with use cases around searching and reporting transaction codes (t-codes)
  - WBS/IO Search
  - Material Search
  - Vendor Search
- Identify and analyze user impact
- Select a group of transactions that should be targeted for migration to SAP Fiori, or SAPUI5
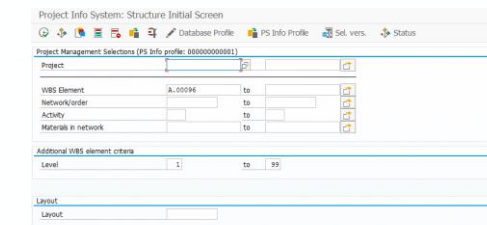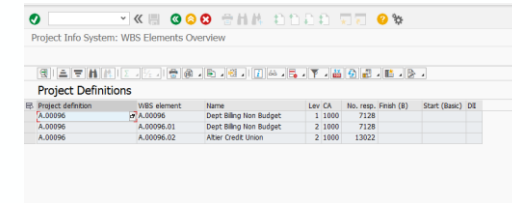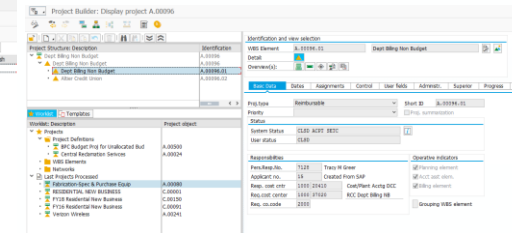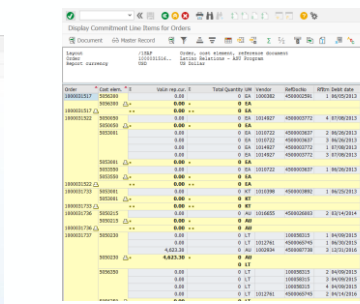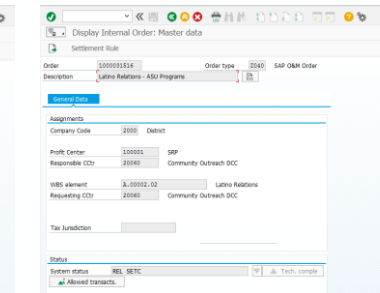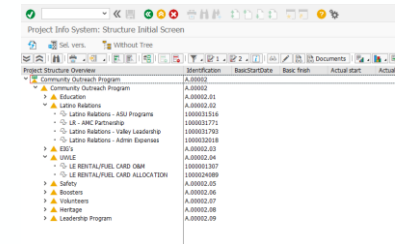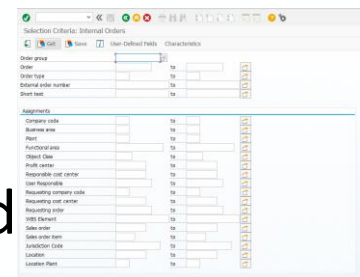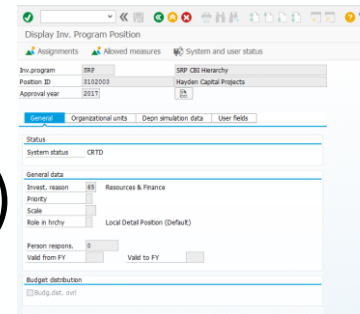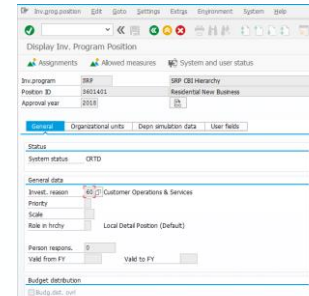
A Different Way to Analyze Data
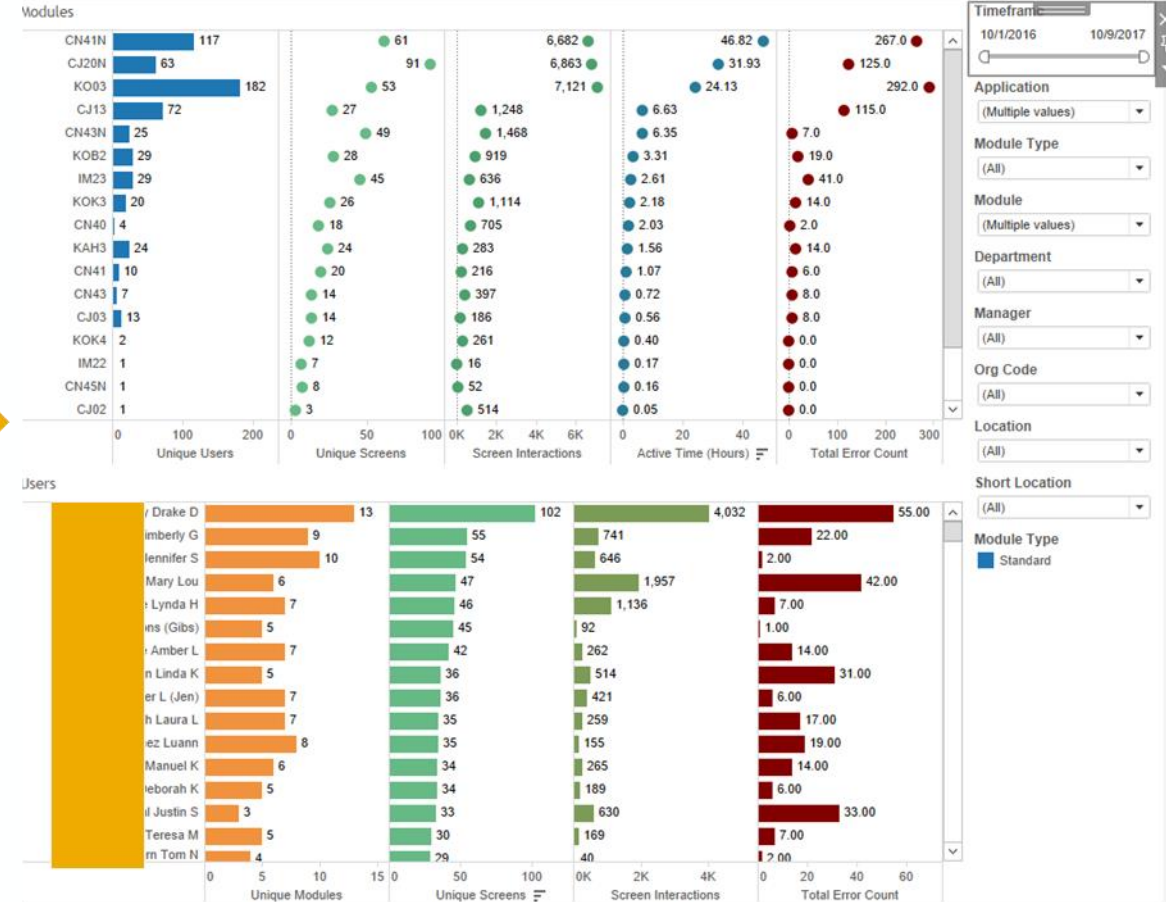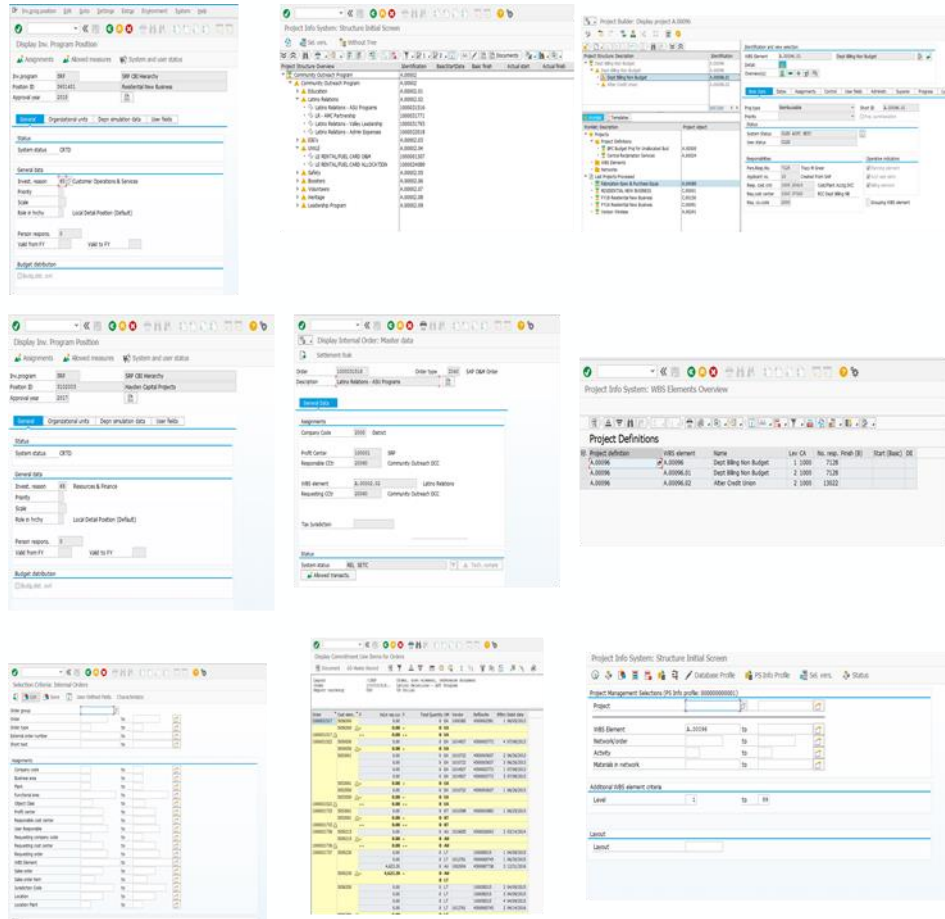
Design-Thinking Process

SAP UEM by ⬛**KNOA**™
can help you…

… assess the current UX to identify user experience challenges, design, and process workflow issues

… improve design and performance during the development, quality assurance, and UAT cycles
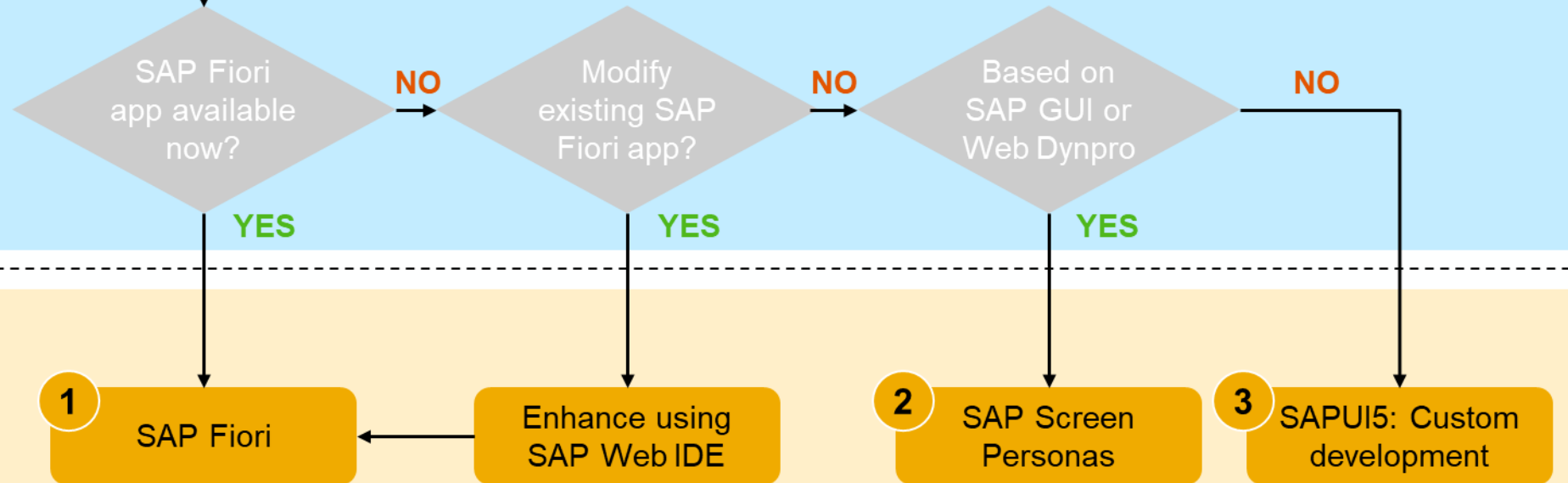
… measure adoption and performance of the new UX for immediate feedback and response

Start:

Design thinking

Used KNOA data to identify users for focus groups

SAP Fiori app available now? **NO** → Modify existing SAP Fiori app? **NO** → Based on SAP GUI or Web Dynpro **NO**

YES **YES** **YES**

1 SAP Fiori ← Enhance using SAP Web IDE

2 SAP Screen Personas

3 SAPUI5: Custom development

SRP Fiori Dashboard

SAP Fiori Apps Developed

WBS/IO Search

Customer Search

Mobility (Future)

Vendor Search

Material Search

WBS/IO Search Business Case

- Need: Create a user friendly experience to search and analyze SRP organizational cost objects.
- Transaction codes used:
- CJ08, CJ13, CN41N, CN43N, CJ20N - Display Project/WBS Info
- KOK3 – Collective Display for Internal Orders
- IM23 – Display Investment Program
- KOB2 – Display Commitment Line Items
- Benefits:
- Combines organizational cost objects from multiple transaction codes into one user friendly search tool.
- Access additional information through deep links.
- Understand clear relationship between SAP cost objects

WBS/IO Search Business Case

SAP Fiori Development

– Created an SAP Fiori application from 8 to 12 transaction codes containing over 40 screens into one simple look and feel

– Replaced screen interactions and unique screens with ABAP code by understanding business processes from focus groups

– Provided drill down capabilities into SAP and retaining selection to further decrease screen interaction by users

– Added functionality for partial searches to reduce error count. Most SAP searches requires exact match

– Non super users no longer need to remember specific transaction codes

– Searching time reduced by 80% for some complex use cases

Fiori WBS/IO Search

Results (0)	★ ⏱ ▼ ⌕
Search	⌕

WBS IO Search Cost Objects

Use any of these search criteria:

-- CBI - Capital Budget Item	(eg. 3601240)
-- Project ID	(eg. A.365)
-- WBS	(eg. A.365.1)
-- IO	(eg. G803456701)
-- Requesting Cost Center	(eg. 20900)
-- Cost Center Group	(eg. 06-12380)
-- CBI, WBS, IO, Req CC or CC Group Description	(eg. mobile)

Please note:
-- whole or partial information can be entered
-- a minimum of 2 characters need to be entered
-- a maximum of 24 characters is allowed
-- selecting a specific object type in the filter criteria may shorten execution time

Prior to using the CN41N or KOB2 link, please set up the following profile entries :

-- PFL = 000000000001
-- CAC = 1000

Use tcode SU3 to create the entries under the Parameters tab.

WBS IO Search ℹ

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What are users saying?

"Literally feels like every other website and app that you use outside of work. It's just like Chase."

"Fiori improves and simplifies the experience."

"It's easy to use and will save time."

"Way less steps than using the SAP GUI, and it's faster."

Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:
http://info.asug.com/2019-ac-slides

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Q&A

For questions after this session, contact us at
Gibs.SaintPaul@srpnet.com
and
Jesse.Bernal.Jr@sap.com

Visit **Knoa Booth #1244** for a demo

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