

Case Study: ANCILE uPerform®



Haworth HQ building in Holland, Michigan

Creating a Workspace for Learning and Adoption

Your work environment impacts your work performance. Haworth, a global leader in the office interiors industry, has long realized this important connection between environment and performance. Environment is not just a desk and chair for Haworth, it is a focus on creating and delivering organic workspaces that enable people to perform at their best. Founded in 1948, Haworth remains family-owned and privately-held, serving markets in more than 120 countries through a global network of 650 dealers and over 6,000 employees. For more information on Haworth, Inc., please visit www.haworth.com

Turning to a Trusted Partner for IT Success

Like many organizations, Haworth uses several business applications to support their operations. From SAP to CRM to Microsoft Office 365, Haworth employees, known as members, need to be proficient with multiple applications. As Haworth continues the journey of SAP implementation, members receive training before go-live and on-the-job support until the benchmark of success has been reached.

Throughout their SAP implementations, Haworth has relied on ANCILE uPerform® to provide both pre-go-live training as well as

Key Takeaways

- uPerform's 'Try It' simulations provide Haworth members a safe environment to practice transactions in SAP
- Haworth Help, the uPerform-generated web site, serves as the destination when members access context-sensitive help for help and guidance on Haworth's customized SAP processes
- Haworth uses uPerform to quickly and effectively onboard new members
- To augment Haworth's lean training team, Haworth uses the "game-changing" uPerform Rapid Recorder to allow Haworth Subject Matter Experts to easily record customized business processes
- Haworth uses uPerform's audit and curation tools to keep learning content current and relevant to users

ongoing support. For their recent implementation of SAP within their Panels Plant, Haworth again turned to ANCILE uPerform® to create and deliver learning content on new functionality and to ensure this content is available on-demand and for long-term sustainment.



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A Focus on Expert-Informed Performance Support

The Haworth Business Systems Training Team introduced two major changes in this SAP go-live: a transition to online performance support and a focus on leveraging the know-how of experts.

Printed training materials can be a hard habit to break, but Haworth used this particular SAP go-live to make the transition from paper to online. “We realized that our printed documentation was being thrown in the bottom of lockers,” Mike Conover, Program Development Consultant & Instructor at Haworth said. “But we still have the need to have our processes documented and available to our members.”

As the uPerform administrator at Haworth, Mike is responsible for managing the strategy for uPerform usage. To support Haworth member desire for hands-on training, Mike and the Haworth Business Systems Training Team developed a training approach that leveraged online uPerform simulations (Guided Practice), HTML work instructions, and delivery via context-sensitive help that is available with one click from directly inside the application.

The team used the ‘Try It’ mode of uPerform simulations to provide a safe environment for users to practice transactions in SAP. The simulations provide a true-to-life representation of Haworth’s customized SAP installation, prompting the user throughout the execution of the transaction in the same way the member executes the transaction in the production environment. Embedded notes provide supplemental information as needed. These simulations are hosted on the uPerform-generated website, branded as Haworth

Help, which serves as an interface for members to access system documentation recorded in uPerform or created using other applications. This knowledge management and curation has been an ongoing focus for Mike Conover.

For a step-by-step view of the SAP transaction, Haworth develops work instructions in HTML format. Like the simulations, these are hosted on Haworth Help. The work instructions provide an easily-scanned output listing steps, screens, example data, and any pertinent notes or guidance.

The final piece of the puzzle is making content available via the uPerform website and context-sensitive help. “Driving traffic to Haworth Help is a large focus of our efforts,” Mike said. “It is important that our members know where to turn for on-demand documentation.”

The HTML work instructions and simulations are available to users from the Help menu within the SAP transaction. This feature replaces the generic SAP help content and provides the Haworth-customized transaction and examples that are relevant for Haworth’s SAP implementation.

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Haworth also takes advantage of the uPerform website during member orientation. For new employees who need to get up to speed on the applications used at Haworth, onboarding is simplified through the use of an online checklist, hyperlinked to the uPerform help website, to link to the procedural content that employees will need to complete tasks in various applications.

“Our users value the clean, straightforward output that uPerform provides, and appreciate that the content is accessible online,” Mike added.

“When we upgraded to uPerform 5.3, we immediately took advantage of the Rapid Recorder. This was a game changer for us.”

Like many organizations, the Business Systems Training Team at Haworth is a lean one. The ability to harness the expertise of subject matter experts (SMEs) within the organization is a necessity because it is the easiest way to get the knowledge to those who need to know and use it, with the added benefit of augmenting the

training team’s efforts. Here, the uPerform Rapid Recorder feature was a key enabler.

“When we upgraded to uPerform 5.3, we immediately took advantage of the Rapid Recorder,” Mike reports. “This was a game changer for us.”

Rapid Recorder provides the same functionality as the recorder in the uPerform application, but is a lightweight recording tool designed specifically for SMEs and other users with limited or no product training. Rapid Recorder makes it easy for the training team to send content development tasks to anyone via email.

“Now, in many cases, our SMEs do the bulk of initial recording. We setup the initial task, they record the steps, then they check the recording back into our server,” Mike said. “Our team takes it from there – editing and proofing all of the documentation before it is made available to our members.”

SMEs at Haworth come from all over, including the SAP project team, members of HR during the recent benefits open enrollment period, and even global finance members, for example.

“We are mindful of our SMEs time, so the fact that Rapid Recorder is a minimal-training-required tool is great. We enable our SMEs with just a short one-on-one orientation session on Rapid Recorder and an author checklist,” Mike said.



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More Value to Extract from uPerform

As more Haworth team members contribute their knowledge, features in uPerform help to maintain the content library.

“If we want our uPerform help site to remain helpful, we need to audit and curate the content on a regular cycle,” Mike said.

Auditing and curation are supported with uPerform features such as retention periods, hit count reports, and other reports – all available

to Mike as the uPerform administrator from his server dashboard. Going forward, Mike expects this aspect of his job to get more focus.

Other areas that the team will be investigating more to meet emerging needs include uPerform’s support for multiple languages, using assessments within learning content to measure readiness, and integration with SAP Solution Manager to allow for content reuse across test, configuration, and training teams.

How uPerform Delivers Value to Haworth

Content Production & Maintenance	Haworth authors used uPerform’s Rapid Recorder to author and publish multiple outputs and formats 85% more quickly.
Training & Learning Efficiency	uPerform simulations provide Haworth employees the opportunity to practice and learn outside the classroom, plus Haworth saves \$10,000 a year on printed materials by leveraging the Haworth Helps web site, powered by ANCILE uPerform.
Employee Efficiency	For Haworth, uPerform’s context-sensitive help means users spend less time searching and asking coworkers for help.
Technology ROI	Haworth is using uPerform throughout the software lifecycle to make learning content available to more users and to onboard new users.
Help Desk Efficiency	Haworth experienced a reduction in help desk calls because customized context-sensitive help is available from right within SAP.