



Meet David

David is the IT lead responsible for his organization's adoption of SAP software. Subject matter experts and users are spread across the globe in 10 countries. Each country has a unique system and process to support their business. David must ensure readiness and user adoption.

User Experience and Analytics: Ensuring User Adoption with SAP® UEM by Knoa and SAP® Communication Center by ANCILE

David's organization uses SAP User Experience Management by Knoa to optimize the performance of SAP applications, understand how SAP software is running, and gain insights into how effectively employees are using SAP. Data from Knoa is powerful because it provides information on the user experience to David's team, allowing the team to pinpoint specific areas for improvement in the organization every day. Additionally, David uses SAP Communication Center (SCC) by ANCILE to address the improvement areas and take corrective action.

Knoa Reports the User Experience → SAP Communication Center Addresses User Needs

Identifying problem areas in your organization's software performance and usage begins with separating real issues from opinions. David uses SAP UEM by Knoa to capture 100% of the user experience directly from the user's environment and measure how individuals execute transactions within their SAP solution. UEM aggregates the collected data, making it possible for David to gain factual insights and solve problems. While data is a great first step that helps David identify areas for potential improvements, using it effectively to drive corrective action is just as important.

Provide Users What They Need – Software, Master Data, Policies, Authorizations, and 'What-ifs'

Based on the issues exposed in UEM data, David begins to identify what his users need. Then, using SAP Communication Center by ANCILE, David proactively pushes the right content to users. Content might include information related to software, master data, policies, authorizations, and even process scenarios that are vital to ensure user adoption and proficiency on the job. Users benefit because information they receive via SCC is relevant, timely, and helps to close gaps in understanding, so they can master the software and meet business objectives. David and his organization benefit because they are able to utilize UEM data to identify areas that need attention, focus efforts on closing gaps with SCC, and validate effectiveness with both. By quickly identifying and correcting inaccuracies and inefficiencies in software use, David is able to drive productivity improvements that also improve the bottom line.

Achieve and Sustain User Adoption → Push Information They Need TODAY

David is now ready to manage changes that affect users every day. Change is constant – new users, software updates, and process improvements. He uses UEM data to identify needs and SCC to address them. His users appreciate that the communications are timely, relevant, and capable of making a difference.

David has a lens into the user experience, as well as the power to prescribe the right information to enable users to achieve full adoption. By ensuring user adoption and enablement, David's organization is positioned to maximize return on its SAP investment.

SAP UEM by Knoa

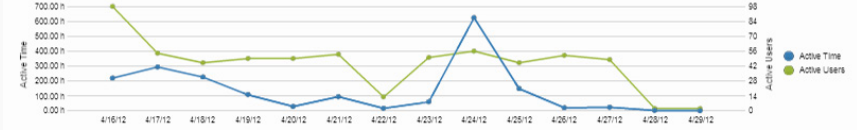
Business Process KPI

Current: 04/16/2012 to 04/30/2012
 Baseline: 04/01/2012 to 04/15/2012
 Selection: All

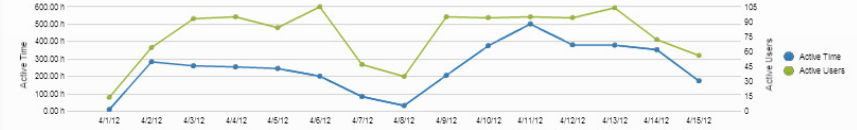
Process	Active Time	Change	Active Users	Change	Avg. Response	Change	Operations	Change	System Errors	Change	User Errors	Change
MM - Invoice Verification	1249.64 h	-1310.2	112	-165	4.92 s	-2.50 s	279,761	-223.86	1,643	-2,439	5,053	-5,071
Z-Transactions	184.36 h	-183.59	80	-7	9.77 s	0.37 s	35,301	-36,034	245	-119	427	-442
Sales order	62.71 h	-72.77	29	-1	4.51 s	-1.25 s	12,120	-23,366	607	-1,285	848	-499
PP - Master Data	318.26 h	-256.86	26	-6	1.34 s	0.09 s	87,296	-80,798	299	-470	278	-385
MM (Material Management)	29.76 h	-34.23	24	1	1.36 s	0.12 s	7,559	-5,905	271	-68	590	-418
Financial Accounting	10.96 h	-6.23	9	-4	6.52 s	-4.49 s	1,276	-1,141	25	-3	170	23
Locations Function - Transac	10.60 h	-17.24	4	-4	1.76 s	-0.15 s	4,970	-4,448	0	-4	84	-107

Select: Activity Trend

Current Period Trend



Baseline Period Trend



SAP Communication Center by ANCILE

Reading/
Responding

Real-time Insights into Breadth and Depth of Understanding

Go-live

Produce message transcripts for each user and for each attempt

Tracking/
Reporting