

# IDENTIFY USER PERFORMANCE ISSUES AND OPPORTUNITIES

## SAVE COSTS IN IMPLEMENTATION, TRAINING, AND SUPPORT

How can you tell if your end users are using your SAP® solution to its full potential? The SAP User Experience Management application by Knoa provides detailed reports enabling you to identify, prioritize, and take action on end-user experience and performance issues impacting adoption and effectiveness.

Three key factors drive ROI from your SAP® application: an efficient infrastructure, optimization of the SAP application for your environment, and effective end users.

But how can you tell how your SAP solution performs for each person who uses it? How can you identify which people have difficulty executing which transactions? What does it mean when they say the system is “slow”? How can you acquire the data you need to separate real issues from opinions and take corrective action? In short, how can you discover, beyond hearsay and anecdotal reporting, the actual user experience?

Until now, that's been a difficult task involving surveys, off-the-job testing, or tracking calls to the help desk. Traditional monitoring and management tools identify factors that **impact** user experience, but cannot measure **actual** user experience. You've never really had specific metrics to see if your solution performs well at the desktop. More traditional tools haven't been able to determine whether your employees are executing transactions properly, carrying out procedures correctly, and making the most of their SAP solution where it counts: in their day-to-day activities.

Now, SAP offers a unique performance management product. The SAP User Experience Management (SAP UEM) application by Knoa gives you the data you need to optimize performance of both elements of your SAP solution: the SAP software itself and the people who use it.

### The SAP User Experience Management Application

SAP User Experience Management accurately determines how each employee uses your SAP solution. The application provides input to comprehensive reports that you can use to improve application response times, pinpoint training needs, adjust business processes, and ensure that employees are delivering all the value you expect from your SAP solution. As an added benefit, the application also measures and reports critical information about how people experience the actual performance of your SAP solution, right at their own desktops.



### You Can Manage What You Can Measure

SAP User Experience Management provides metrics to address some of your most critical user performance questions, such as the following:

- Are employees able to execute critical business processes effectively and efficiently? Has your training program led to real results? Where do you need to focus additional training efforts?
- Are the key business processes that require tracking for policy or regulatory compliance being performed properly, and is there an electronic audit trail?
- Is your SAP solution performing effectively for the people using it? Where are the specific issues, what is causing these issues, and what is the impact on your operations?

This analysis is made possible by the application's unique functionality that can capture:

- **End-user and application errors** – SAP UEM tracks and reports 100% of all errors presented to and created by your end users and provides contextual information about the actions that led to the error creation.
- **Application usage** – SAP UEM provides detailed information about how employees utilize your SAP solution, including what transactions they are using, how long they spend on them, and what steps they follow.

- **Business operation measurement and compliance data** – SAP UEM tracks the specific performance of end users before, during, and after transactions.
- **Application response data** – SAP UEM provides a user's view of system response at the individual function level, giving you the information you need to tune up application performance.

### Insight That Pays for Itself

SAP UEM allows you to monitor your SAP solution and get immediate, actionable information for closing performance and training gaps, fine-tuning processes, and building value. While specific outcomes vary, potential results include the following:

- Linking the success of your training investment to actual employee performance
- Reducing application and user errors, lowering primary response issues, and significantly decreasing your end-user support costs and expensive help desk calls
- Determining where you need to improve application response, leading to increased user productivity and lower cost of ownership
- Providing an electronic audit trail to help you track employee compliance in key business processes
- Providing details about the actual response time of your SAP software, down to the individual function level – for example, a search operation



The application provides critical, accurate, real-time data to drive maximum value from your SAP® solution.

SAP User Experience Management captures the real user experience while consuming practically no desktop resources. Its innovative design allows it to automatically recognize and monitor SAP software operations; when you add new transactions or upgrade your system, SAP UEM will immediately recognize the change.

The application captures the real user experience while consuming practically no desktop resources.

Most important, however, SAP UEM provides critical, accurate, real-time data to drive maximum value from your SAP solution. With SAP UEM:

- Application support teams have global error tracking to understand the impact of application and system problems, and proactively mediate them.
- Application performance teams have comprehensive metrics of actual end-user response times for all transactions, for all users, in all locations, and at all times, enabling them to quickly address response-time issues.
- Help desk personnel have immediate visibility into actual user interaction with the application before, during, and after each transaction, so they can quickly resolve issues with minimal disruption to the end users.
- Training organizations can pinpoint which specific application areas (even which specific users) require additional training.
- Application and process engineering can spot cumbersome workflows and errors that affect user satisfaction and efficiency.
- The CIO has comprehensive insight into application usage and performance to make intelligent decisions about where to deploy resources to improve solution performance and effectiveness.
- Business executives have actionable insight to drive the highest possible levels of adoption and efficient, effective, and compliant use of their SAP applications.

The application provides detailed information about how employees utilize your SAP® solution, including what transactions they are using, how long they spend on them, and what steps they follow.

### Find Out More

To learn more about SAP User Experience Management, contact your account management team for the SAP Education organization, or call SAP Education at +1 877-876-7271. You can also visit SAP Education on the Web at [www.sap.com/usa/education](http://www.sap.com/usa/education).

---

## Summary

Through comprehensive reporting and metrics, the SAP® User Experience Management application by Knoa helps ensure that your employees are delivering all the value you expect from your SAP solution. The application measures and reports critical information about how well they use their SAP solution and how they experience its actual performance, right at their own desktops.

---

## Challenges

- Identify how your SAP solution performs for each person who uses it
- Identify how well your end users work with your SAP solution
- Determine whether training is producing real results
- Assure that policy and regulatory compliance is being performed properly, with an audit trail
- Separate real issues from opinions and take corrective action – differentiating the actual user experience from hearsay
- Improve traditional monitoring methods

---

## Software Functions and Supported Business Processes

- Input to comprehensive reports – Determine how to improve response times, pinpoint training needs, and adjust business processes
- Measurement and reporting – Take advantage of critical information about how employees experience the actual performance of your SAP solution at their desktops, and how well they use the software
- Data on errors, usage, and response – Capture key data on user errors, with contextual information about causality; actual application usage; performance before, during, and after transactions; and application response from the user's viewpoint

---

## Business Benefits

- **Gain immediate, actionable information** for closing performance and training gaps
- **Maximize training investment** by linking it to actual user performance
- **Reduce application and end-user errors** through pinpoint identification and mediation
- **Lower end-user supports costs** and reduce calls to the help desk
- **Determine whether application response time needs a boost** thanks to specific metrics
- **Improve employee productivity** by speeding up response times where necessary and identifying and correcting errors
- **Provide comprehensive insight to executives** about application usage, adoption, and compliance

---

## For More Information

Call your SAP representative or visit us online at [www.sap.com/usa/education](http://www.sap.com/usa/education).

50 087 626 (08/01) Printed in USA.

©2008 by SAP AG. All rights reserved. SAP, R/3, mySAP, mySAP.com, xApps, xApp, SAP NetWeaver, Duet, Business ByDesign, ByDesign, PartnerEdge, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and in several other countries all over the world. All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.