How Can Real-Time User Analytics Help Meet the Electricity Demands of Millions Worldwide?

Applying user data to optimize a platform and support 10,500 staff in 15 countries

AES Corporation is a Fortune 500 company that generates and distributes electricity globally. To meet growing demand, the organization knew it needed to develop one consolidated enterprise system combining all legacy platforms. But all-important data, such as user transaction and performance metrics, was embedded deeply in several aspects of the enterprise environment, complicating this effort. AES needed a **cutting-edge analytics application** to help define migration priorities, isolate existing redundancies, and enforce standards across the new system, all throughout the migration process.

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AES deployed key metrics to help create one global enterprise platform that better meets growing energy demand.

To optimize the migration of its new platform running SAP S/4HANA® on SAP HANA® Enterprise Cloud, AES Corporation used the SAP® User Experience Management application by Knoa to:

- Measure the use of both standard and custom transactions in the environment of its legacy SAP ERP application environment to determine what functionality needed migration to the new platform
- Isolate functionalities that could be eliminated from the migration scope, based on their low utilization level
- Identify the most frequently accessed transactions to fine-tune its training program ahead of launch
- Analyze performance metrics from the user-acceptance-testing cycle to compare transaction performance between the new environment and legacy system to quantify improvements made
- Leverage the error-detection capability to identify in real time any new issues introduced to the new environment, and reduce time to resolution by quickly isolating the root cause of each issue
- Track user adoption of the new system running SAP S/4HANA to proactively uncover and address any adoption gaps

"Thanks to SAP User Experience Management by Knoa, we could migrate with absolute confidence and consolidate our systems into one as efficiently as possible, **saving us time and money** as we did so."

Guillermo Elizeche, IT Global Delivery Portfolio Manager, AES Corporation

AES Corporation	Industry	Employees	Revenue	Featured Solutions and Services
Virginia, United States	Utilities	10,500	US$11 billion	SAP User Experience Management by Knoa, SAP S/4HANA, and SAP HANA Enterprise Cloud
www.aes.com				

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