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How Did Russia's Largest Steel Company Identify SAP HANA® Database Performance Issues and Boost Productivity?



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Russia's construction, automotive, machinery, and oil and gas industries rely on Severstal for high-quality steel products. To increase the performance of its main ERP management information system, Severstal decided to migrate it to the SAP HANA® database. But after migration, its IT department, Severstal-Infocom (part of PAO Severstal), noticed that a quarter of transactions were taking 10% longer than before.

The SAP® User Experience Management (SAP UEM) application by Knoa provides full visibility into user behavior and employee engagement with enterprise applications from SAP. With SAP UEM, Severstal's IT department had the tool to quickly identify ERP performance issues. This insight empowered Severstal-Infocom to optimize Severstal's SAP HANA database by proactively solving error tickets and reducing the time spent investigating user errors.



“SAP UEM data helps our support consultants reduce the time spent on user surveys by visually showing the who, when, how and where behind error messages. SAP UEM is a storehouse of useful information.”

Alexey Maksimenko, Senior Consultant, Change Management, Severstal-Infocom





Increasing Employee Efficiency with SAP® User Experience Management by Knoa



Severstal
Cherepovets, Russia
www.severstal.com

Industry
Mill products

Products and Services
Steel and metal products

Employees
50,000

Revenue
US\$7.85 billion

SAP Solutions
SAP® User Experience
Management (SAP UEM)
application by Knoa

Severstal-Infocom, the IT department of Russia's largest steel company, used SAP UEM to identify performance issues following its deployment of the SAP HANA® database. Now, user analytics enable Severstal's help desk to immediately identify the source of errors for rapid resolution.

Before: Challenges and Opportunities

- Identify performance problems related to the SAP HANA migration
- Gain visibility into Severstal employees' interactions with SAP software to quickly resolve support tickets

Why SAP

- SAP UEM, which includes extensive user analytics that provide complete visibility into employee interactions with applications
- Transparency over every aspect of application use and workflows that helps protect and maximize investments in SAP applications and upgrades
- Analysis of all user activities that provides insight into which business transactions have the highest error rates and longest response times

After: Value-Driven Results

- Identified problems related to the SAP HANA migration and significantly reduced inefficiencies
- Improved service desk operations by eliminating the need for employees to remember process steps to recreate system issues
- Streamlined user support by integrating the Knoa user workflow with SAP Solution Manager to achieve faster access to diagnostic information
- Helped to align sales department feedback with actual IT data to enable resolution of usability issues
- Provided important application usage data for the information security team

“SAP UEM by Knoa helped us solve performance issues related to SAP HANA and provide support to more than 15,000 employees. Our experience with SAP UEM has been very positive.”

Alexey Maksimenko, Senior Consultant, Change Management, Severstal-Infocom

Faster

Access to process diagnostics data and insights

Reduced

Time and effort spent investigating user errors

Improved

Support experience for users

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