KNOA™
User Experience Management

Knoa for Remote User Support

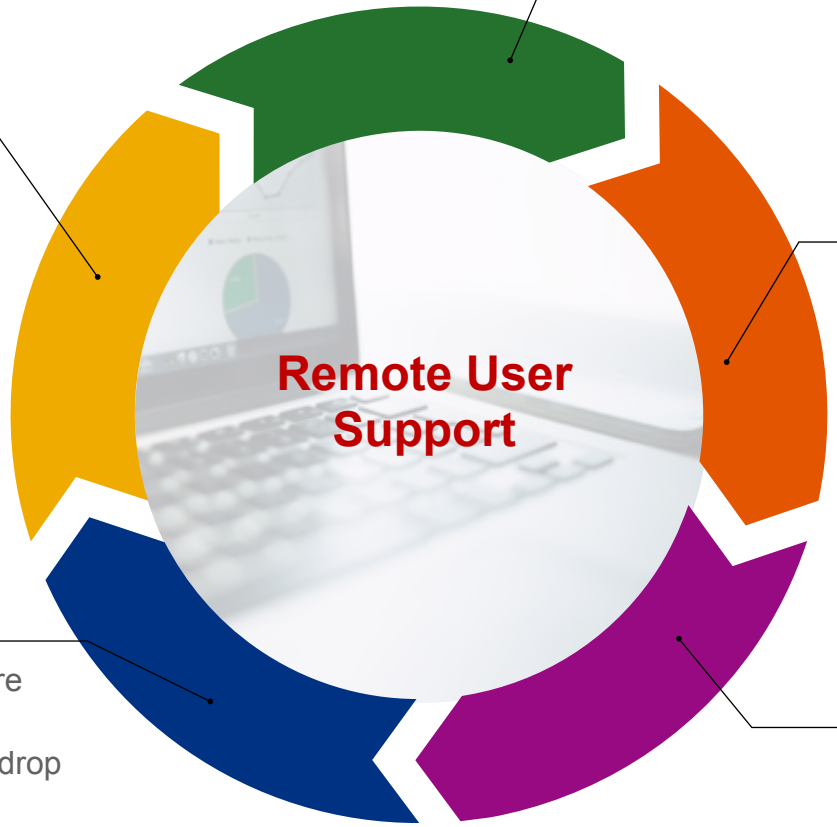
Use Cases for
Remote User Support

3. Proactively identify struggling users

- Identify employees who are having challenges with effectively utilizing business applications remotely
- Pinpoint specific areas where they struggle so you can provide timely support

2. Ensure optimal productivity of remote users

- Ensure that employee productivity is not impacted by working remotely
- Measure user efficiency and proficiency when interacting with systems remotely



4. Validate and prioritize issues reported to Help Desk

- Sort through the noise of issues escalated to the Support Desk, by validating the real problems
- Prioritize resolution based on true business impact of issues – how many users are impacted, and what is the actual impact on user productivity

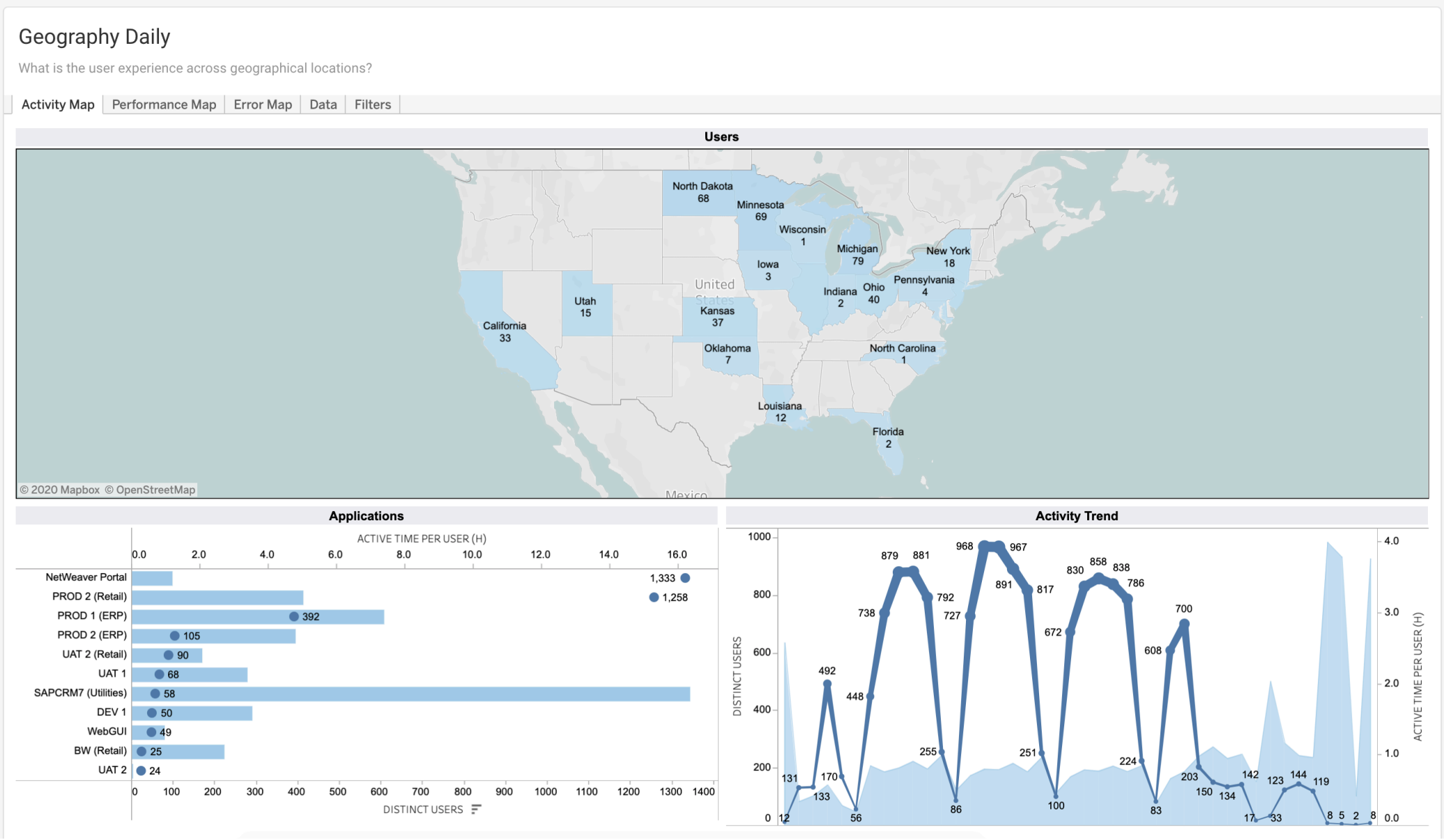
1. Monitor systems utilization for remote users

- Monitor usage patterns for remote users to ensure optimal utilization of business applications
- Identify either applications or user groups with a drop in utilization so you can take corrective actions

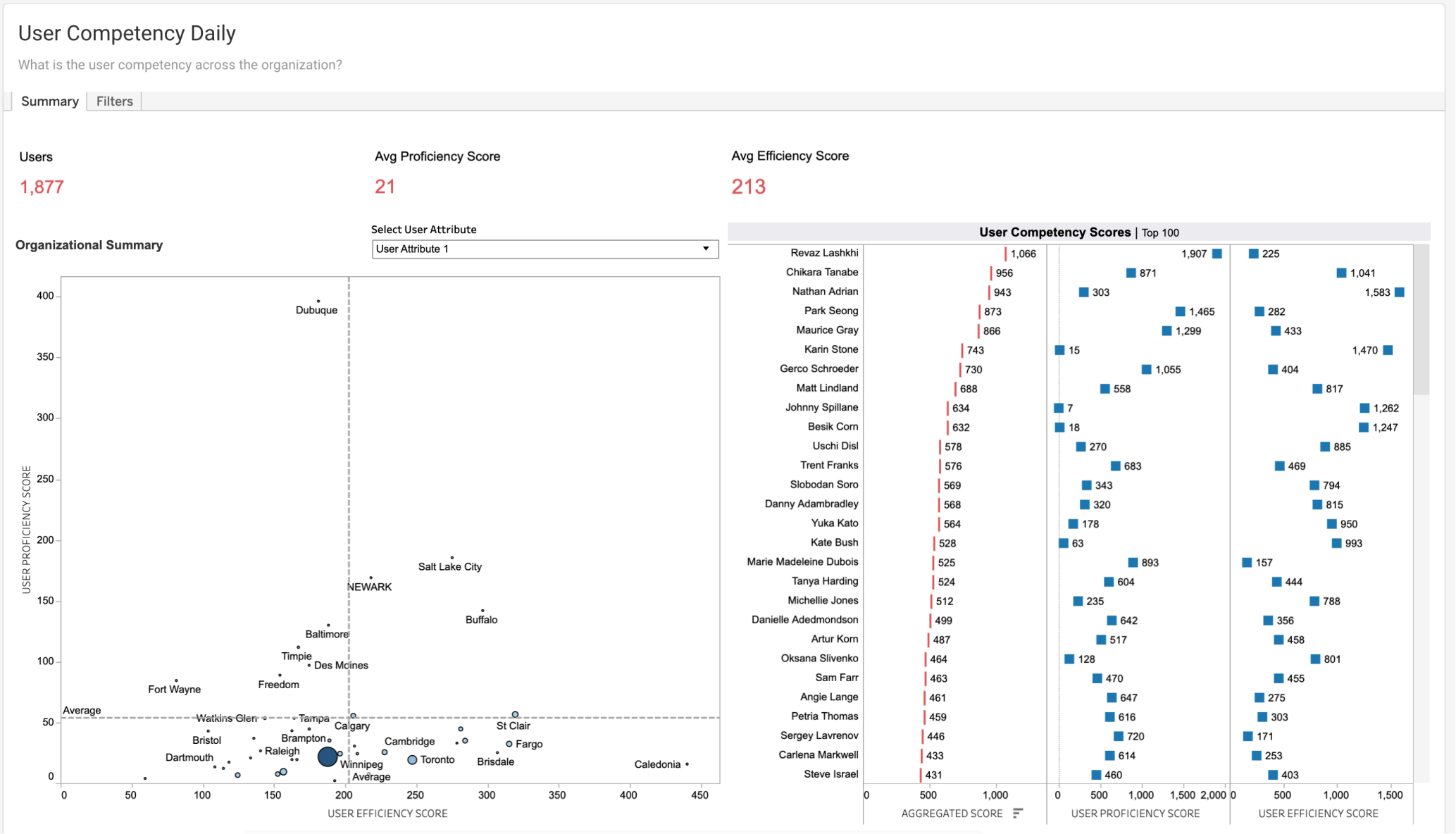
5. Expedite issue resolution with real-time workflows

- Shorten the cycle to replicate issues, identify root cause, and resolve tickets by accessing real-time user workflow information
- Review every step users took before, during, and after they encountered an issue

1. Monitor systems utilization for remote users



2. Ensure optimal productivity of remote users



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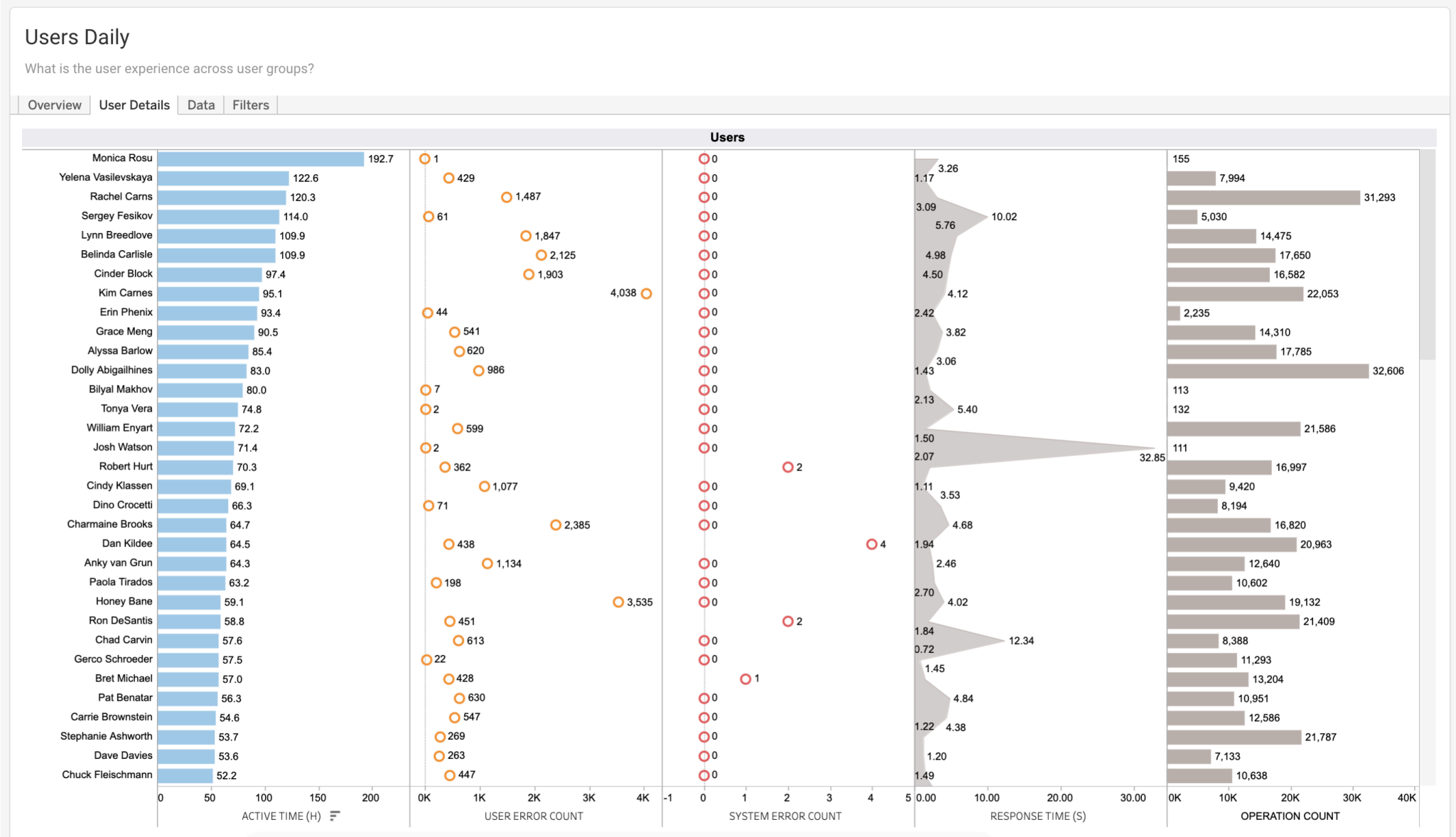

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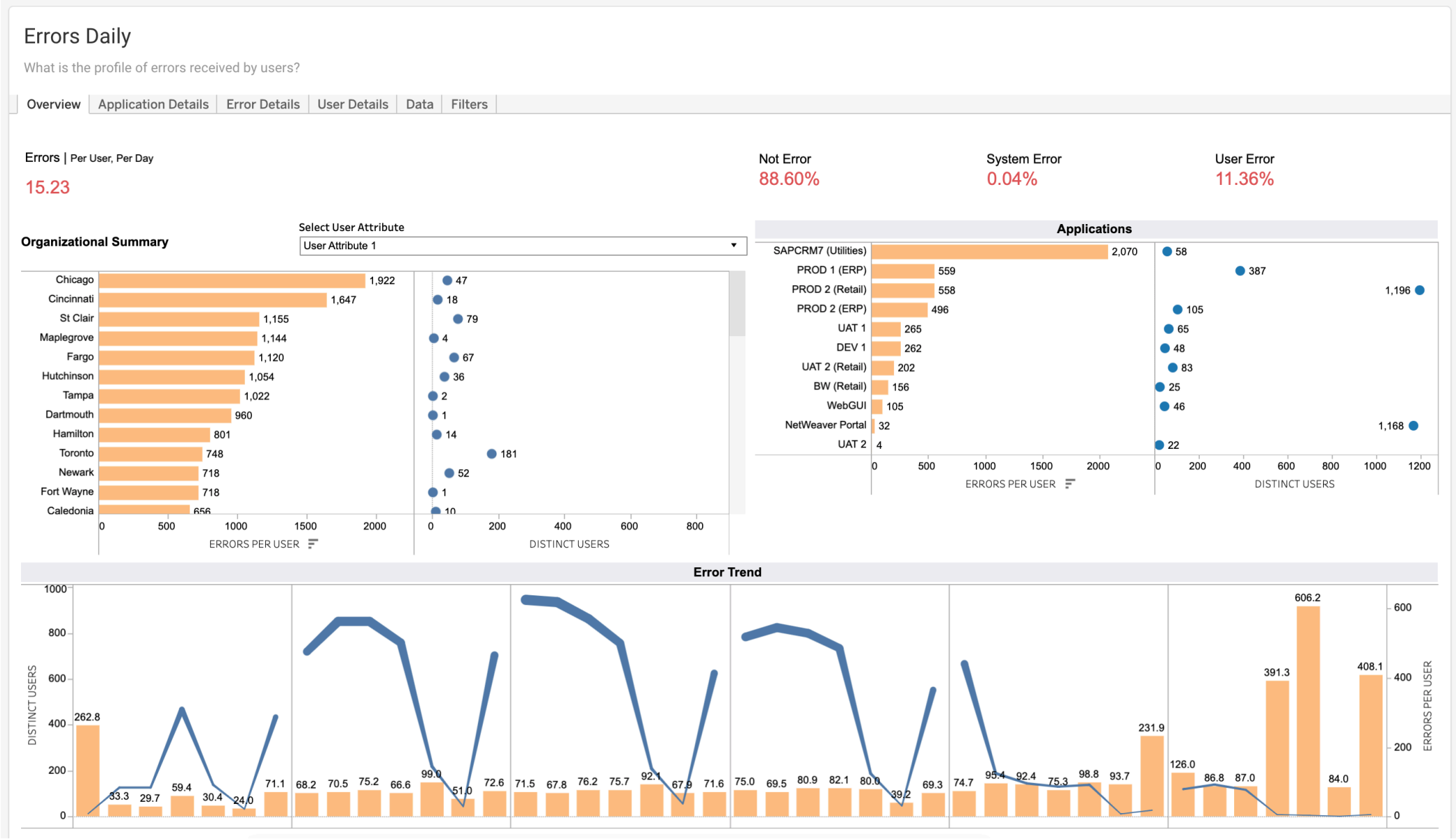

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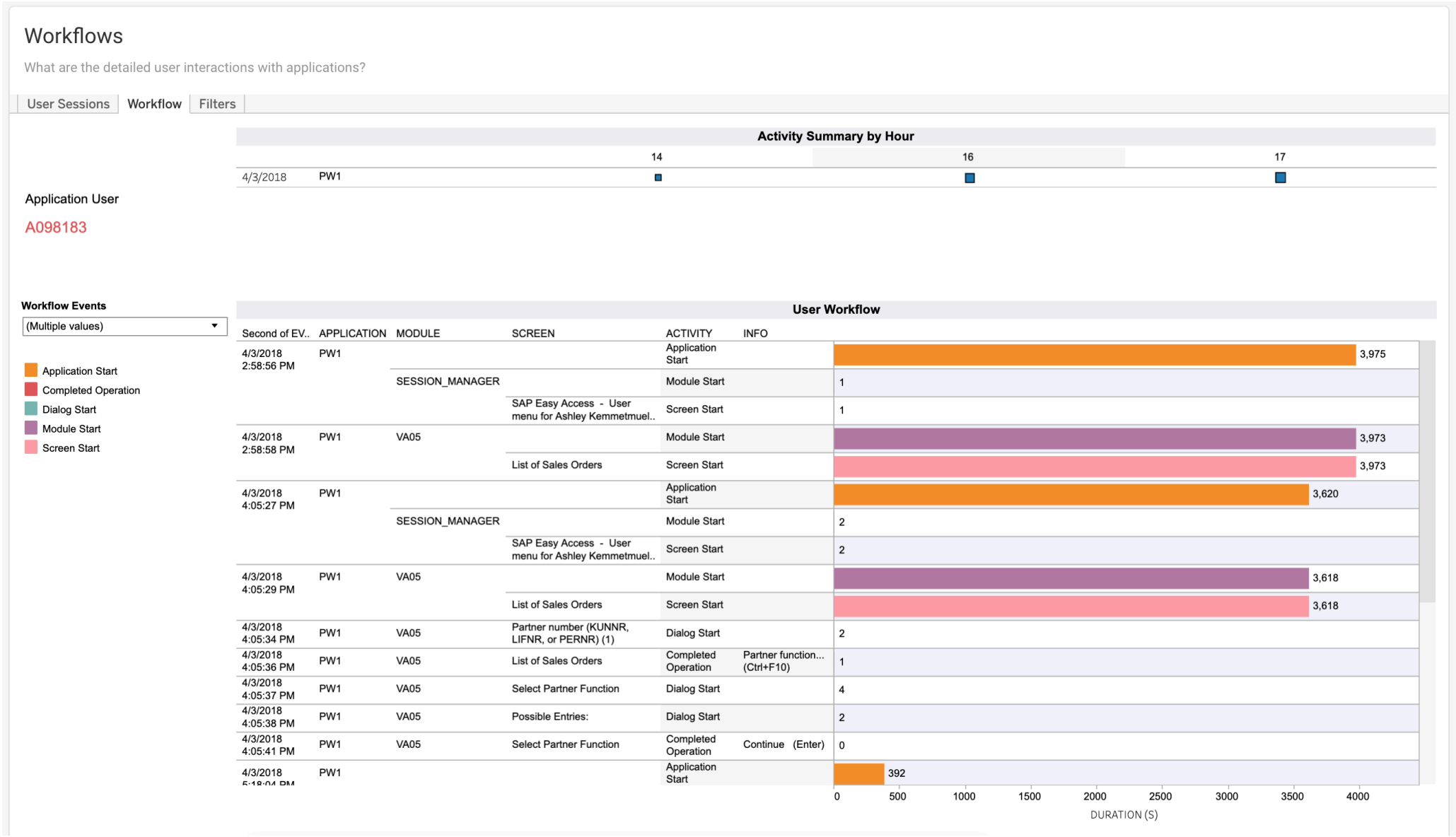
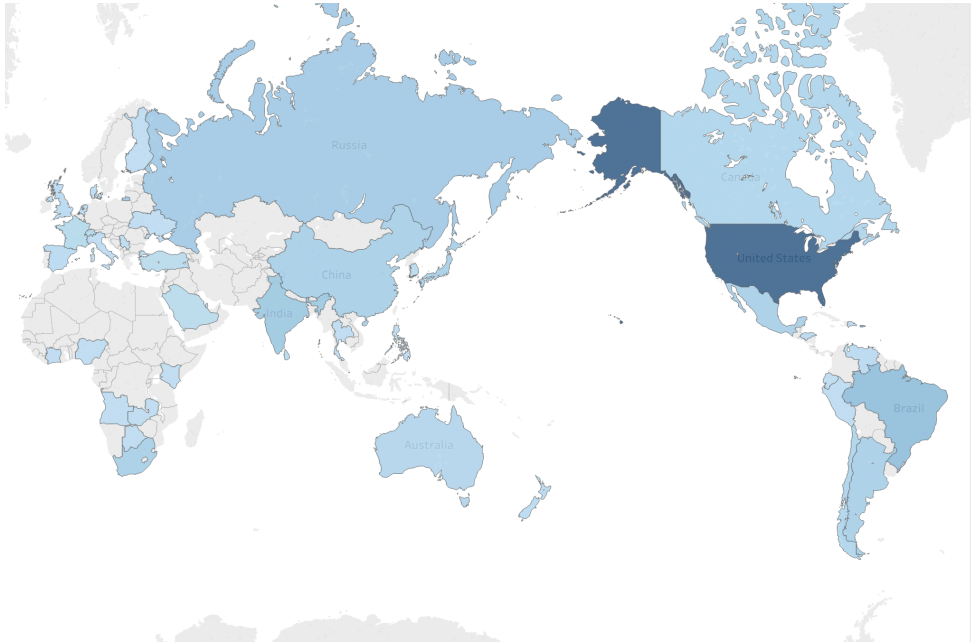


Customer examples for remote user support

Client A runs customer support centers and had to move all workers to a WFH environment whilst ensuring connectivity and additional IT support. Due to data provided by Knoa they have managed to maintain this service delivery for an essential service.

Client B runs a network of pharmacies which have seen huge demand and require ordering and stock levels to be accurate. They have managed to operate in the new normal with just a slight increase in user sessions required to manage the business. Close monitoring means that issues can be dealt with before they scale and disrupt the business ability to operate.

Client C provides AMS to a massive electronic and general goods manufacturer. TO be able to cope with the demand from their internal client they have to ensure that their systems and workforce is able to operate without performance degradation or system errors. The "tripwire" alerts from SAP UEM allow them to deal with issues before they have business impact on their ability to deliver services to their clients.



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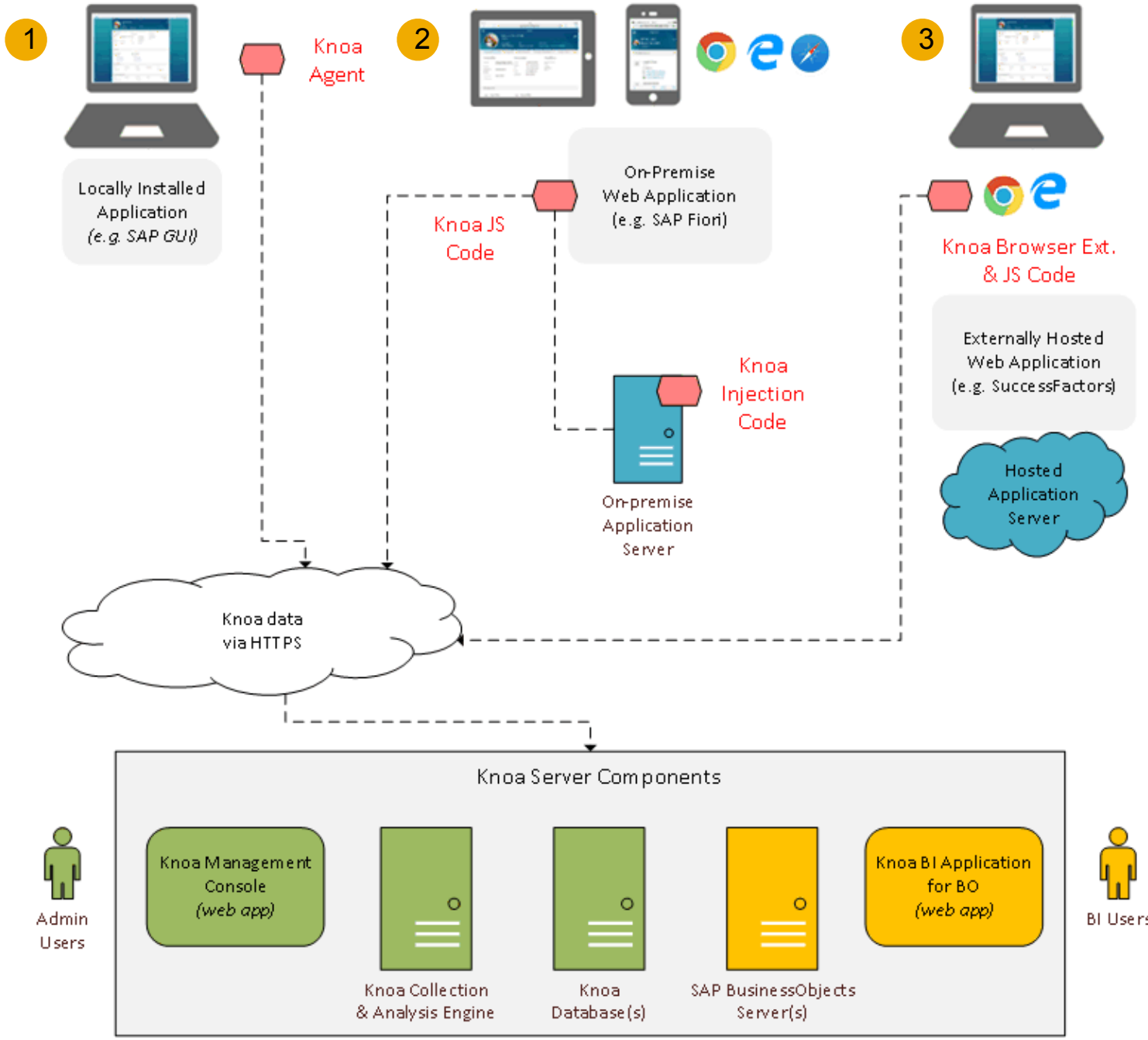
Knoa System Architecture

- Knoa client deployment models:
  1. Agent-based: Locally installed Agent (traditional model, desktops only)
  2. Agentless: Server-side injection (on-premise, desktop & mobile)
  3. Agentless: Browser extension (on-premise & cloud, desktops)
- Knoa Toolkit:
  - SDK for developing new Knoa monitoring solutions for any SAP or non-SAP browser-based applications



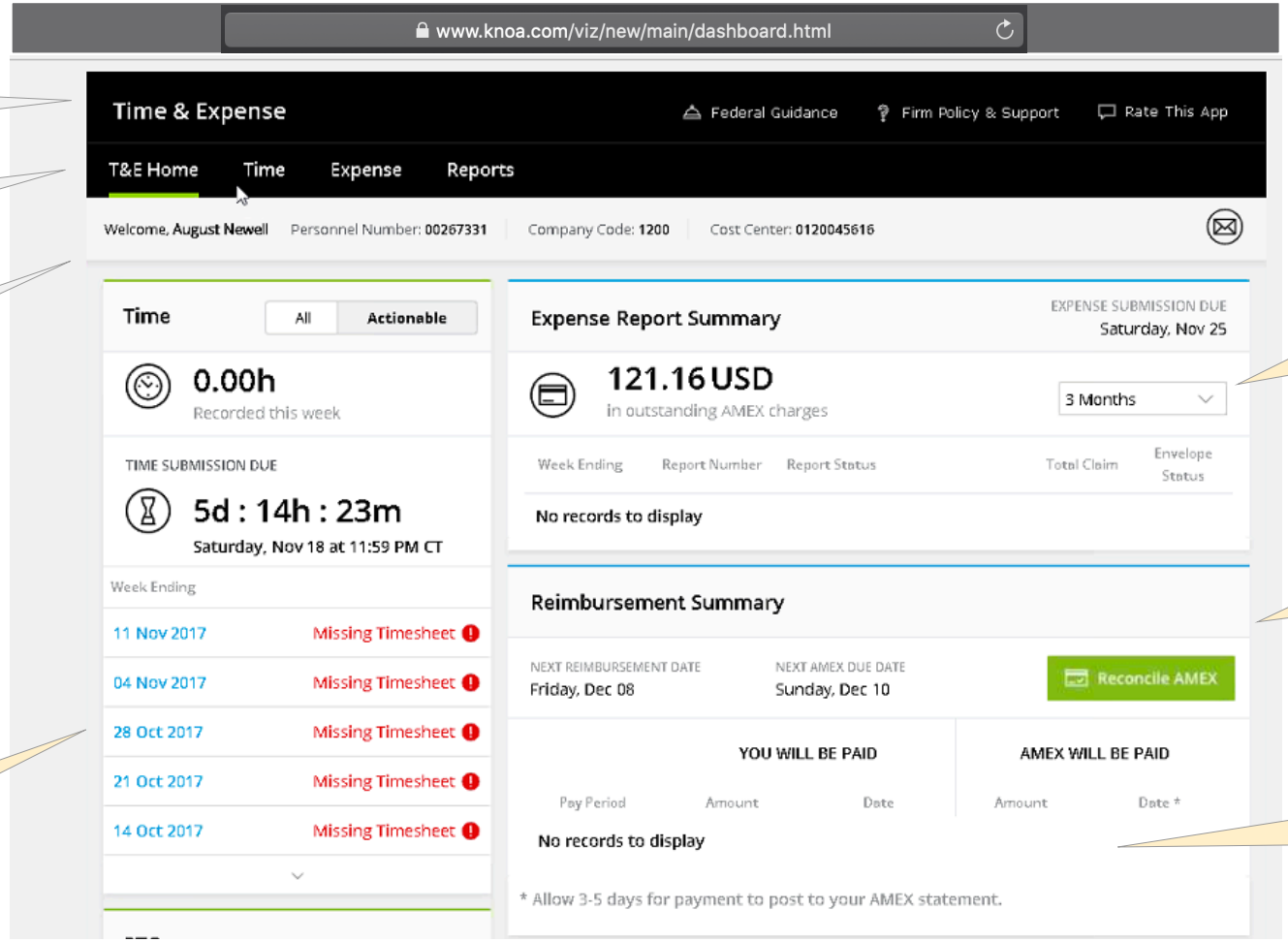
Knoa Monitoring Technology

- Monitoring of live user interactions with the application UI
  - Based on out of the box templates for application UI frameworks
  - Designed to scale: enterprise-wide deployments, 24x7 monitoring, transparent to the user, centrally managed, small data footprint
- Agent and agentless deployment models
  - Locally installed agent for client apps
  - Browser extension or server side injection for browser apps
- Generic, global coverage of user-application interactions
  - Out of the box templates provided by Knoa
  - Templates consist of collections of sensors for classes of objects
  - No requirement for defining scope of monitoring, operational from day 1
- Resilient to application UI changes or customizations
  - Automatic discovery of most UI customizations

- SAP Coverage
  - SAP Fiori/SAPUI5
  - SAP GUI
  - SAP Portal
  - SAP CRM
  - SAP Business Client
  - SAP WebDynpro
  - SAP SuccessFactors
- Non-SAP Coverage
  - Any browser apps via Knoa SDK
- Desktop, mobile, Citrix, on-prem/cloud

Knoa Application Model

Knoa's monitoring approach is application agnostic – same metrics and analytics are generated across any applications



Module
Time & Expense

Screen
T&E Home

Application User
August Newell

Error Message
Missing Timesheet

Application
Top level URL

Operation
Date dropdown

Operation
Reconcile AMEX

Info Message
No records to display

Thank you.