

A background image of a modern office with several people working at desks with computers. The image is dimmed and has a semi-transparent dark overlay. A yellow horizontal bar is at the top of the page.

ENSURE A SUCCESSFUL **SAP S/4HANA** MIGRATION

FIVE QUESTIONS TO CONSIDER

MIGRATING TO SAP S/4HANA?

FIVE QUESTIONS TO ENSURE A SMOOTH IMPLEMENTATION AND STRONG USER ADOPTION

The move to enterprise applications such as SAP S/4HANA can offer many benefits along with a myriad of challenges, many of which may be unknown until you are knee-deep into the project. Before you get started, it is imperative to carefully plan and make sure you have the capability and visibility to measure progress via user-driven data and analytics.

User experience management (UEM) software from Knoa Software helps you build the business case to ensure a successful implementation or migration to S/4HANA, thus mitigating risk, maximizing adoption and ensuring optimal ROI.

According to SAP, up to 80 percent of problems with enterprise systems are related to human error and unidentified technical issues. What if you could have full visibility into these potential issues – specifically user behavior, workflows, interaction, adoption, and most importantly, how they can impact productivity and profitability?

UEM software enables you to do just that and provides data-driven metrics to analyze, optimize and validate your IT investment. With UEM, you can prove ROI on a smaller scale before embarking on an enterprise-wide SAP S/4HANA implementation. It enables you to pinpoint business-critical issues that should be addressed as you migrate. Furthermore, it gives you the opportunity to adjust outdated, inefficient, and complex processes before implementing them on the SAP S/4HANA platform.

“The most significant benefit for us of using SAP UEM by Knoa is that it’s a time-saving tool,” said Guillermo Elizeche, Digital Global Delivery Portfolio Manager at AES Corporation. “It is a very good measurement tool for performance. We have used it extensively during our migration to SAP S/4HANA to measure precisely what were the benefits.”



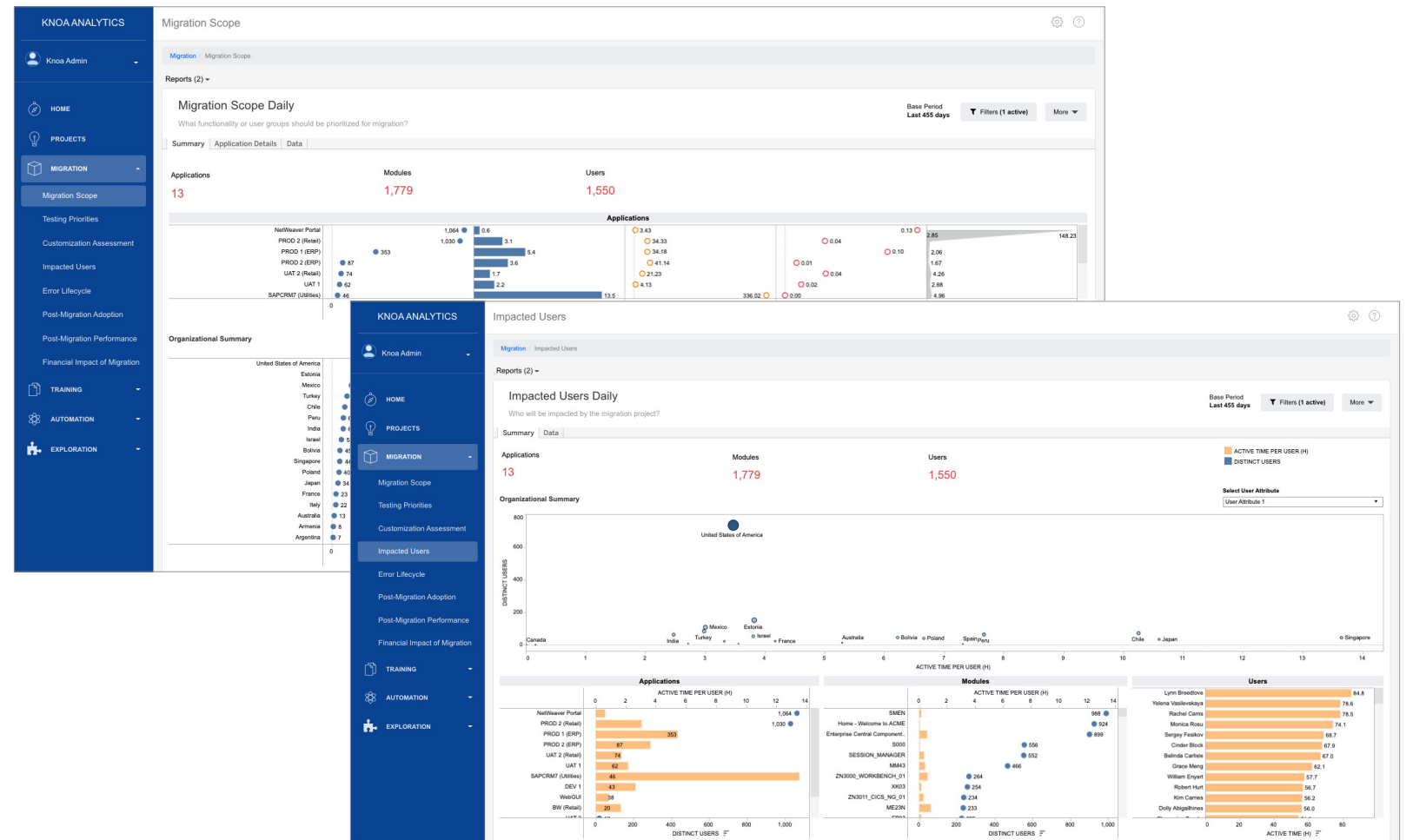
Before embarking on your SAP S/4HANA project, consider these five critical questions:

- Where should we start?
- How do we mitigate risk?
- How do we know what processes and transactions need to be prioritized?
- How can we maximize adoption?
- How can we measure ROI?

1. WHERE SHOULD WE START?

UEM can help identify and prioritize which business-critical applications are migrated first. This will ensure that your business continues to operate effectively, while optimizing the functionality and performance of S/4HANA.

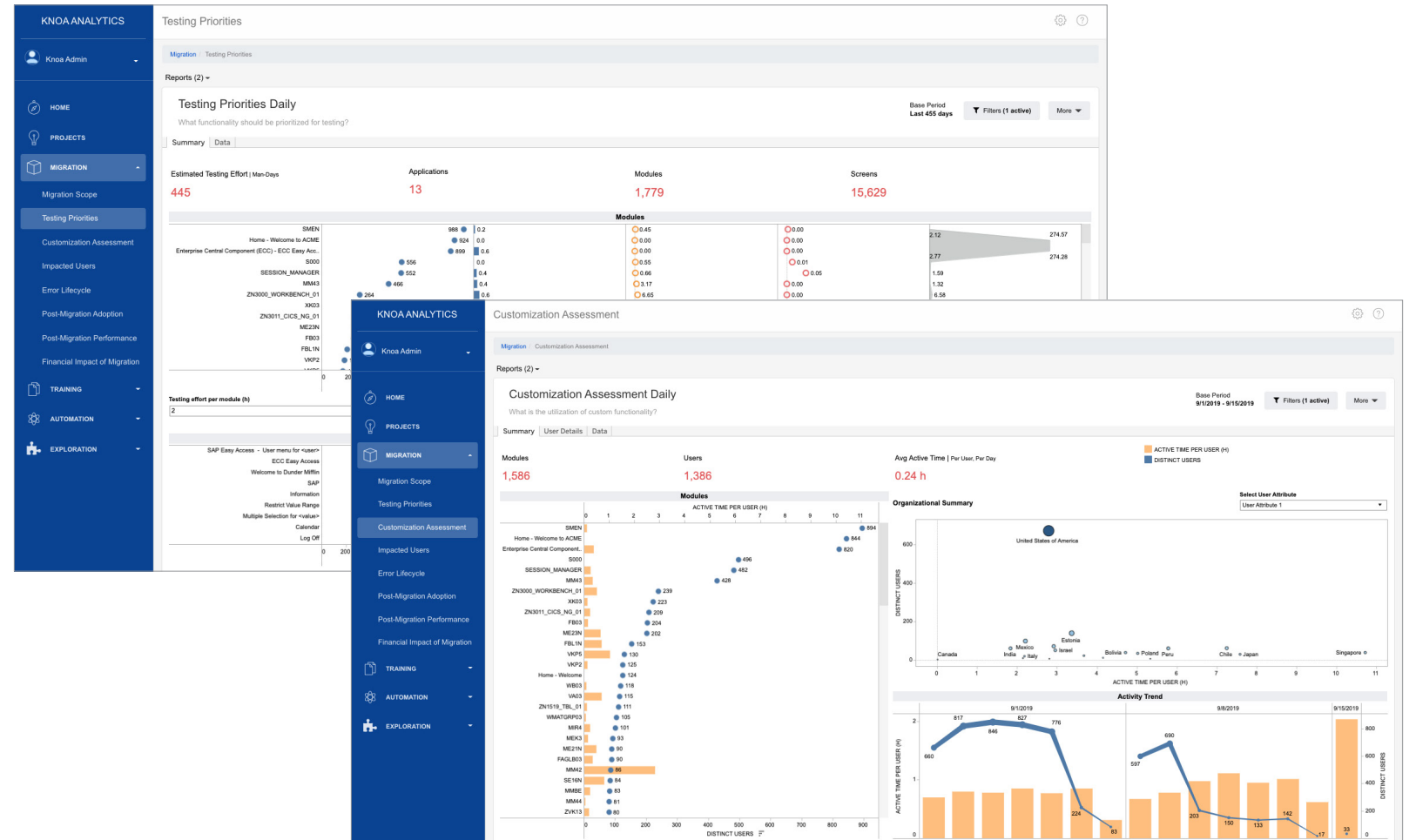
- Assess current pain points and inefficiencies
- Prioritize migration scenarios
- Focus on specific business transactions and user profiles



2. HOW DO WE MITIGATE RISK?

Validate new application or process designs early with UEM. Before a production rollout, you can simulate the impact of proposed changes. Thus, you can anticipate needs, make adjustments, and be better prepared to handle support requests.

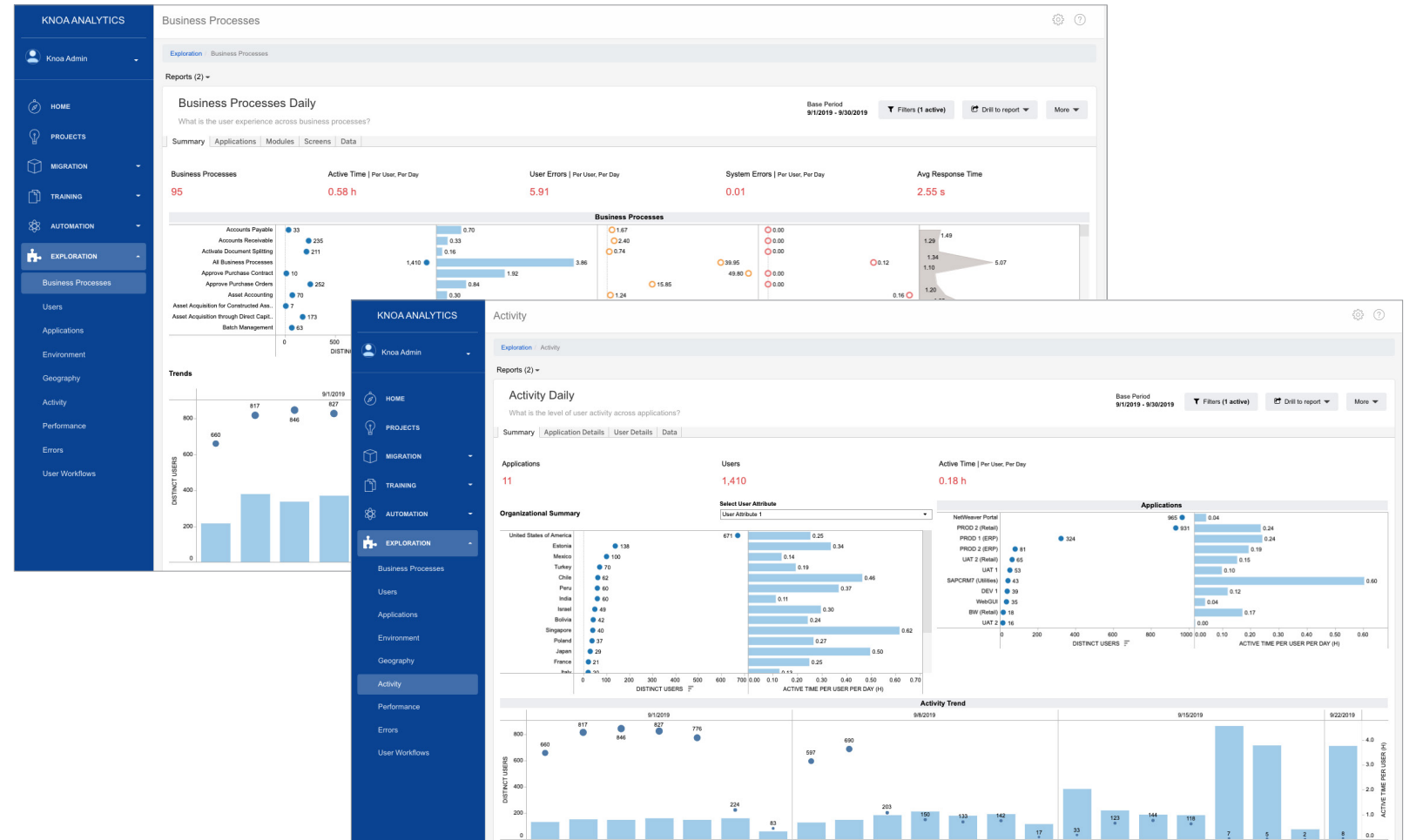
- Leverage user feedback to optimize application and process workflow
- Simulate and iterate to ensure user adoption
- Stay on budget by pre-empting user and technical issues



3. HOW DO WE KNOW WHAT PROCESSES AND TRANSACTIONS NEED TO BE PRIORITIZED?

Prioritize applications targeted for rollout or migration based on actual utilization. Fast-track the types of transactions that need to be supported and identify those that are not needed.

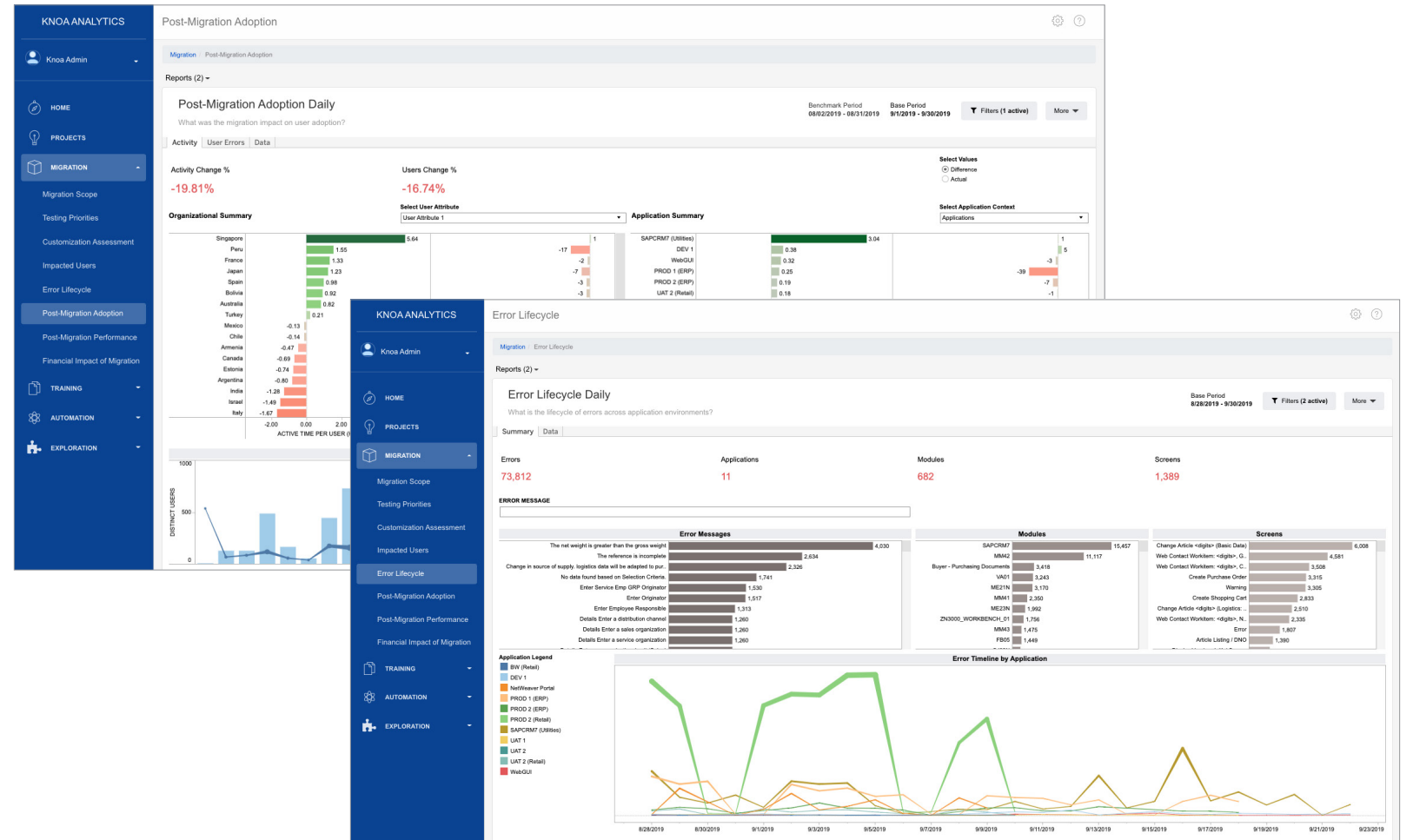
- Audit which applications and transaction types must be part of the initial rollout
- Triage less important or underutilized applications
- Reduce costs associated with IT infrastructure, implementation and training



4. HOW CAN WE MAXIMIZE ADOPTION?

Identify which users are executing a specific process and observe their level of activity. UEM can pinpoint gaps or training issues and provide proactive support during hypercare. Adoption gaps that are detected early can be effectively addressed through application changes, training, and communication with users.

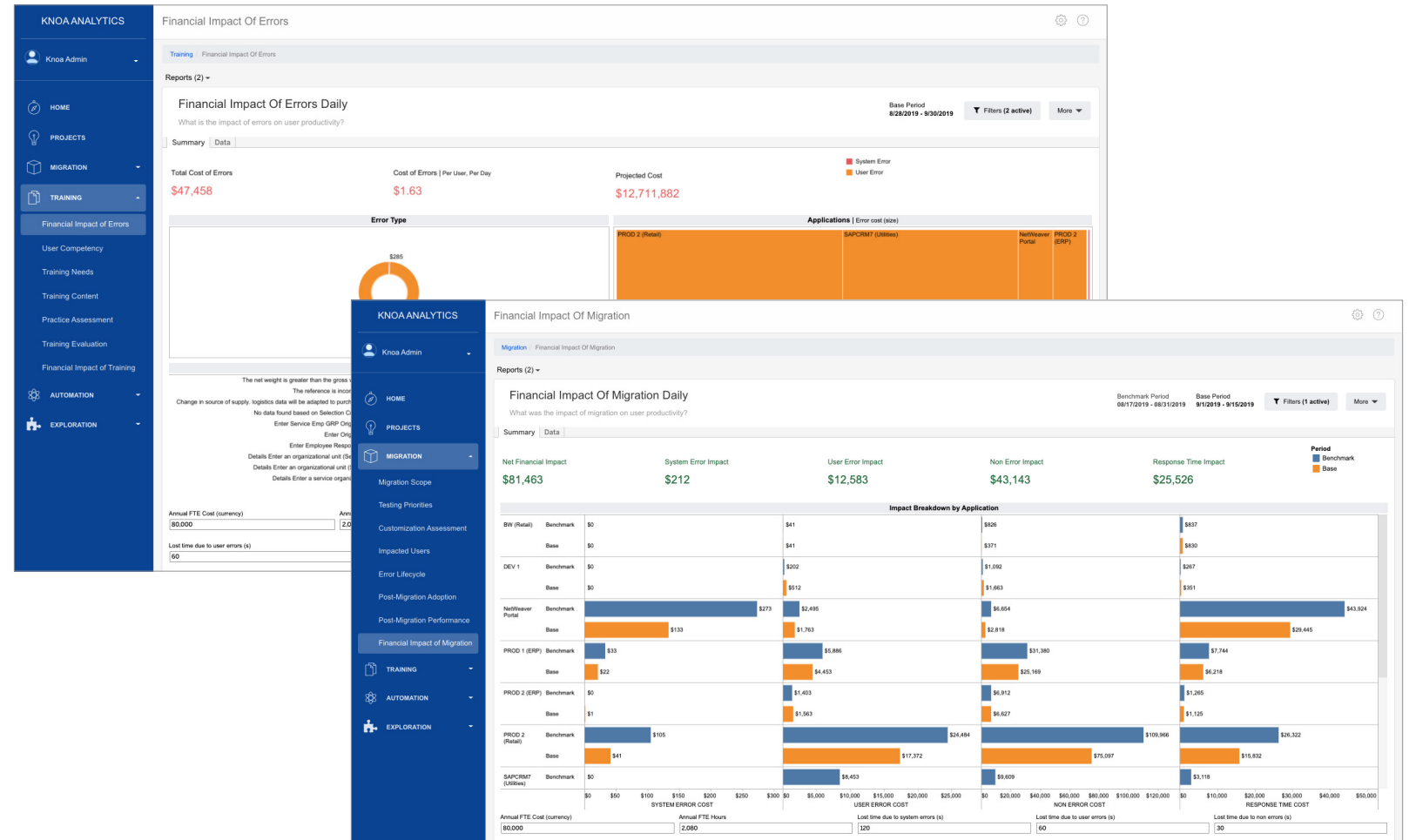
- Gather user feedback to optimize application and process workflow
- Identify gaps and training issues
- Minimize the volume of help desk issues through communication and training



5. HOW CAN WE MEASURE ROI?

Quantify improvements by comparing “before” and “after” key performance indicators (KPIs). You can also monitor the effectiveness of third-party implementation partners.

- Baseline KPIs allow you to effectively measure project performance
- Compare users, departments, and locations to identify improvement opportunities
- Identify root cause of performance issues and determine whether IT infrastructure, training or other adjustments are needed



SUMMARY

When implementing or migrating to enterprise applications such as SAP S/4HANA, a significant majority of problems are related to human error and unidentified technical issues. Having full visibility into user behavior, workflows, interaction and adoption will not only accelerate your rollout, but also impact productivity and profitability.

UEM software provides the capability to answer the critical questions, leveraging data-driven metrics to analyze, optimize and validate your enterprise IT investment.

Digital transformation is more than just deploying advanced technology or embracing a new business model. It is about changing processes and workflows, how people work, and the tools and applications used to transact business. Thus, it is important to pay attention to how employees interact with your technology investment. To ensure successful change and drive digital transformation, you must nurture change and allow it to be adopted. This is the power of user analytics created by UEM.

According to SAP, you can expect the following results from using UEM:

- 30 percent increase in business process team efficiency
- 15 percent increase in user productivity
- Three-year ROI of 671 percent

GET STARTED TODAY

Learn how user analytics from Knoa Software can help you ensure the success of your SAP S/4HANA project.

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OTHER RESOURCES

Video

[SAP S/4HANA Migration: Ensure Success with User Analytics](#)

Infographic

[IDC – The Business Value of SAP User Experience Management by Knoa](#)

Case Study

[AES Corporation – How Can Real-Time User Analytics Help Meet the Electricity Demands of Millions Worldwide?](#)