The Data-Driven Move to SAP Fiori

The Fiori user experience platform is ready to delight end users and improve productivity.
Let user analytics be your guide to a successful, painless migration.

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Get ready for improved end-user satisfaction: SAP's Fiori user experience (UX) platform is ready for prime time. Every SAP customer has full access to Fiori as part of SAP Enterprise or Standard Maintenance, and all future SAP applications will be based on the Fiori UX platform. What about the SAP shops that still use legacy SAP interfaces? They face a significant migration challenge that will consume time, money and resources, as well as cause disruption to users' workflows. That makes it important to understand the best practices for migrating to Fiori, including:

- Determining which transactions and users to migrate first
- Exploring the best way to make those migrations
- Measuring the results of migrations
- Learning from experiences to guide future efforts

The answers to those questions are found by using end user analytics before, during, and after the deployment of SAP's new user interfaces. One size does not fit all, and IT staff only knows what they can objectively measure. After all, every

company is unique, and SAP implementations, end-user experiences, platforms, goals and objectives are different. As this paper will explore, the best way to gain the biggest benefits from Fiori is to study transaction usage patterns of actual end users, so as to determine the best plan for ensuring a successful migration that improves user satisfaction and business productivity.

Fiori UX at Your Fingertips

Enterprise applications from SAP can revolutionize a business: Optimize processes, enforce policies, streamline tasks, empower employees, inform management, cut costs, increase revenues, boost margins. While SAP's software is powerful, its Achilles heel has been ease of use. The full SAP UX consists of more than 16,000 separate transactions, many of which have their own peculiarities, user interfaces and modes of operations. What's more, many SAP transactions are complex, non-intuitive and often require extensive end-user training.

The Fiori platform addresses the UX issue. Introduced in 2012 as a modern, easy-to-use, mobile-ready interface, Fiori has evolved from its origins as an extra-cost add-on for SAP. While customers and analysts applauded the concept, they rebelled against the cost. SAP listened—and in 2014, the company announced that Fiori would not only be offered for free to all customers, but it would be the default user experience for the entire SAP platform starting with the SAP Business Suite S/4HANA, announced on Nov. 11, 2015. As SAP said during its announcement, "Built on the advanced SAP HANA platform and designed with the modern SAP Fiori user experience, the new suite helps to drive instant business insight across industries, business functions and roles."

Now is the time for all SAP shops to begin migrating to Fiori. The platform is now entirely free, and every customer has access to migr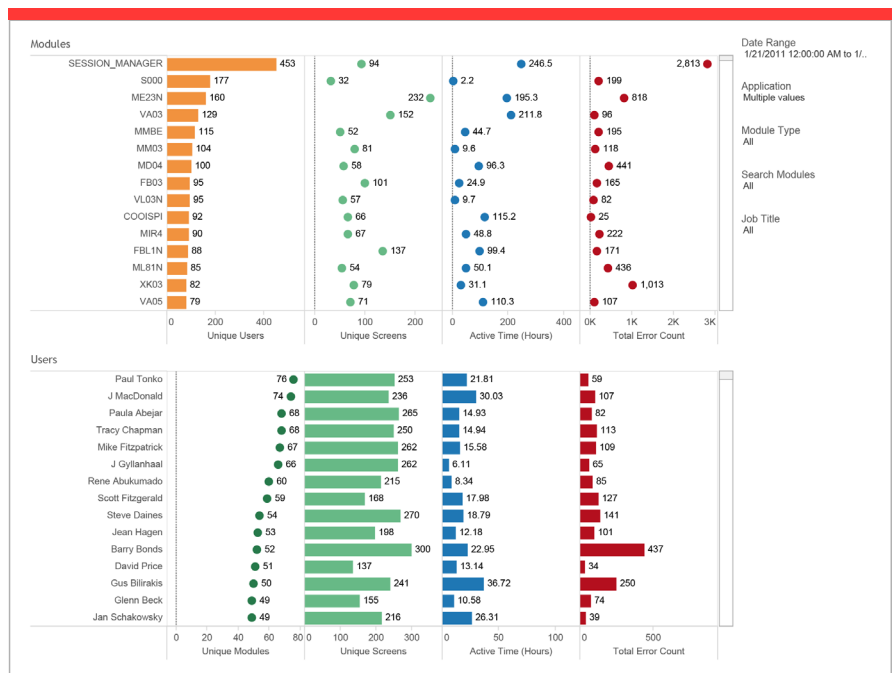ate to it. What's more, Fiori offers the potential for creating outstanding and intuitive end-user experiences on every platform, including tablets, smartphones, Windows and Mac desktops/notebooks and browsers.

Saying that "it's time to migrate" is easy. In reality, a migration of transactions and end users to Fiori will take careful thought and consideration—it's not as easy as flipping a switch. While Fiori will prove to be a boon to every SAP shop (and its end users), in the short term it will be challenging to implement, requiring IT resources and end-user training and adjustment. By the way, that's another reason to start soon, so as to gain Fiori experience prior to adopting S/4HANA.

Making Choices, Setting Priorities

A typical SAP shop may have hundreds (or thousands) of SAP transactions in use. Some are simple, others complex; some are used by many employees or partners, others by only a small group. This leads to one of the biggest questions for IT departments planning Fiori pilot projects: Where to begin?

The true answer is that it depends. No two companies are the same, and that goes for their SAP transactions, end-user experiences and business needs as well. A best practice is to forgo the obvious thought of choosing a transaction that's relatively simple or used by only a

Date Range 1/21/2011 12:00:00 AM to 1/...
Application Multiple values
Module Type All
Search Modules All
Job Title All

Modules

Module	Unique Users	Unique Screens	Active Time (Hours)	Total Error Count
SESSION_MANAGER	453	94	246.5	2,813
S000	177	32	2.2	199
ME23N	160	232	195.3	818
VA03	129	152	211.8	96
MMBE	115	52	44.7	195
MM03	104	81	9.6	118
MD04	100	58	96.3	441
FB03	95	101	24.9	165
VL03N	95	57	9.7	82
COOISPI	92	66	115.2	25
MIR4	90	67	48.8	222
FBL1N	88	137	99.4	171
ML81N	85	54	50.1	436
XK03	82	79	31.1	1,013
VA05	79	71	110.3	107

Users

User	Unique Modules	Unique Screens	Active Time (Hours)	Total Error Count
Paul Tonko	76	253	21.81	59
J MacDonald	74	236	30.03	107
Paula Abejar	68	265	14.93	82
Tracy Chapman	68	250	14.94	113
Mike Fitzpatrick	67	262	15.58	109
J Gyllanhaal	66	262	6.11	65
Rene Abukumado	60	215	8.34	85
Scott Fitzgerald	59	168	17.98	127
Steve Daines	54	270	18.79	141
Jean Hagen	53	198	12.18	101
Barry Bonds	52	300	22.95	437
David Price	51	137	13.14	34
Gus Bilirakis	50	241	36.72	250
Glenn Beck	49	155	10.58	74
Jan Schakowsky	49	216	26.31	39

few end users. Why? Because migrating the lowest-hanging fruit may not have a significant impact on the business, and may not provide the best learning experience for the IT team. A better practice may be to research what's actually in use by employees, and where an initial Fiori migration will make a real difference.

Leverage end user analytics to determine which users and transactions would benefit the most. One place to look: the transactions that are most frequently executed, or that take end users the greatest amount of time to complete. If a transaction is going slowly, or if there are many errors, that's a good indication that Fiori might be able to simplify the task. Not only that, but end users may be very frustrated with the task. Cleaning a difficult transaction up with Fiori would improve productivity–and also create appreciative fans of the entire migration process.

For example, consider transaction CJ20N: Project Builder. This is often reported as one of the more complex and error-prone by organizations, and rebuilding the UX with the Fiori platform can create real end-user productivity improvements here. However, that may not be the case in every business—only objective metrics can indicate when CJ20N is frustrating to end users. Another common hairball is transaction PR05: Travel Expense Manager. Again, however, PR05 may not be an issue in any particular organization, depending on the travel policies, the number of traveling employees and the frequency of their travel.

"If You Can't Measure It, You Can't Manage It"

Which SAP transactions do end users run most often each day? Which impact the greatest number of end users? Which transactions take the longest to run, from beginning to end? Which have the most failures? Those and other questions are key to understanding the effectiveness of an SAP implementation. Yes, SAP saves a business money and helps the bottom line. Yes, SAP improves efficiency and adds structure to everyday processes. That's good, but not always sufficient if it creates frustration and errors. That's where metrics come in—to see what's working and where there's opportunity for improvement.

End user metrics will answer these questions, which are essential before starting a Fiori migration project. Start with the projects that will have the maximum impact to many users, which will save the most time, and which will reduce the greatest number of transaction errors—and then use metrics to see how well the process is going.

Migrating a difficult, hard-to-use UX to Fiori isn't fairy dust and unicorns. To make the most impact, measure before, during and after a migration. Test a variety of workflows and UX designs. See where SAP's 300+ out-of-the-box Fiori applications are right for internal processes, and when a custom UX is required. Measure the success of deployments to beta-test users, and continue monitoring even after deployment across the company. There is always room for improvement. As with the initial Fiori migration of a workflow, user analytics show where the biggest gains can be realized, where too many errors are still occurring and where business processes still can be streamlined.
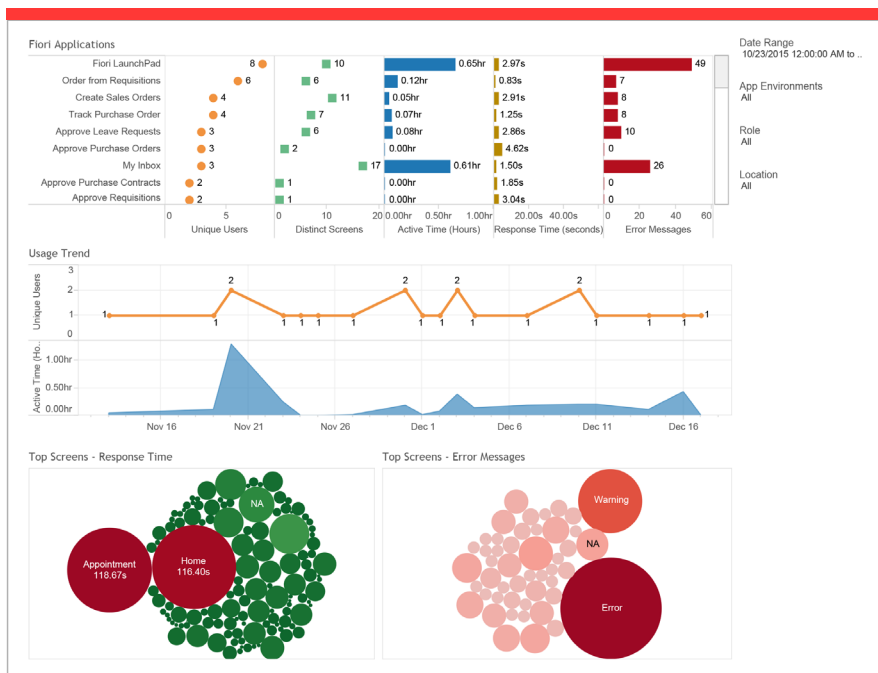
Combine Analytics With Design Thinking

Analytics will help an organization understand which SAP transactions are most problematic. A technique called Design Thinking will help determine the best way to reimagine and reinvent those transactions using the Fiori UX platform. Design Thinking is a UX modeling technique that helps capture an organization's needs via whiteboard solutions and create design mockups for both transactional and analytical applications.

Design Thinking can help an organization visualize an entire business process, from understanding who is involved in the process, to mapping the process flow, to wireframing the entire user interface supporting that process. Once the design is complete, the Fiori application or applications can be coded, tested internally within IT and then rolled out to a beta group. User analytics can determine where the new Fiori app is strongest and weakest, providing essential feedback to the IT team managing the migration. Knowing what to migrate, and how to migrate it: It's a powerful combination.

Knoa and NIMBL: Your Partners in Fiori

The Fiori platform is ready for you. The software is free and available to all SAP customers. Given that the Fiori platform offers tremendous usability improvement for end users—and will be the standard UX with S/4HANA—the time to migrate is now. Knoa and NIMBL are ready to assist.

Knoa offers SAP User Experience Management (UEM), an analytics system that provides insight on how end users interact with SAP modules including finance, HR, supply chain, sales and distribution, and customer relationship management. UEM lets the SAP support team identify areas for UX improvement and take corrective action to ensure the maximum return on the software investment—including but not limited to Fiori migration projects.

UEM is the industry's most robust, most inclusive end-to-end solution driven by end user metrics and analytics. What's more, Knoa's close partnership with NIMBL, a leading SAP technology and professional services firm with extensive experience in Fiori migrations, brings hands-on expertise, including training with the Design Thinking methodology. Frequent bloggers, writers, and thought leaders in the SAP Community, Knoa and NIMBL are educating SAP customers on when, where, and how to deploy Fiori. Leveraging the "Teach a Person to Fish" philosophy, Knoa helps customers better understand the environment in which their end users operate. NIMBL helps customers learn how and when to develop custom or deploy standard Fiori applications. NIMBL and Knoa work together with their customers to answer the following questions:
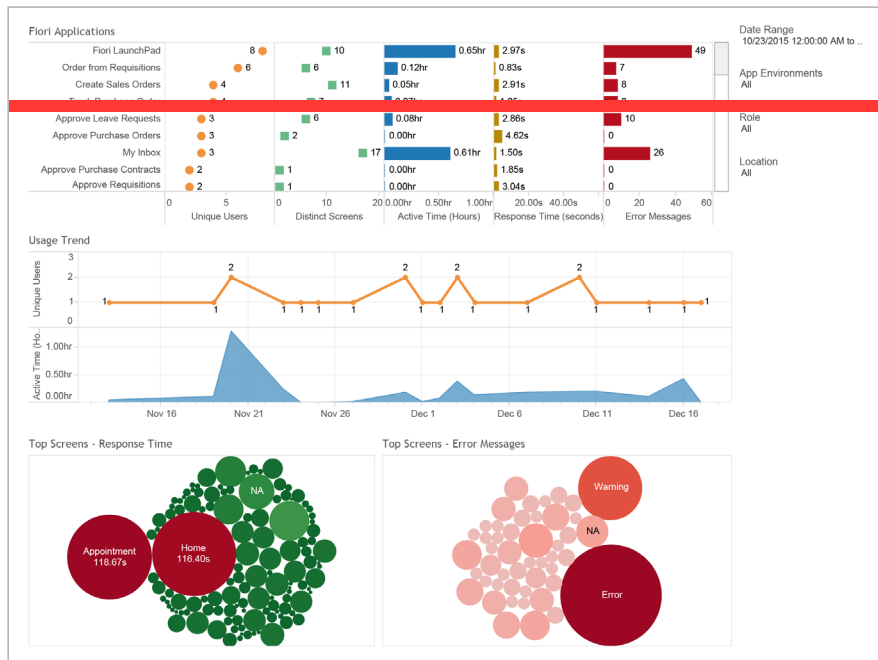
- Which transactions cause you the most pain?

- Where can you simplify screens to reduce training and retraining effort?

- Which transactions limit your end users' productivity?

- Which transactions would be best enabled for mobile access?

When your organization is ready to start improving the SAP end-user satisfaction and productivity with Fiori, **contact Knoa** to learn more about how user analytics can help.

Visit Knoa:
knoa.com/products/fiori

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