

How To Ensure A Smooth & Successful SAP Fiori Migration



It's inevitable: whenever you upgrade — or move away from parts of your legacy system — you'll have questions and concerns that must be addressed:

- » Will migration eliminate work interruptions or legacy system errors?
- » Will customization of legacy system Z codes mean higher development costs as we migrate?
- » What transactions do I migrate first?
- » Will the switch stress our end-users and support channels?
- » What benefits will our end-users see?
- » Any additional costs (licenses, hardware, training, etc.)?

KNOA can help you answer these questions with unique end-user data and insights to help you understand how your users interact with your current systems and plan for your move to new technologies. If you've decided to make the move to a new UI like SAP Fiori, take a moment to consider the following things before, during and after your migration project.

70% of all failed projects are caused by poor adoption.

Forrester Research

Understand your users & their needs. How are your employees interacting with the current applications they rely on? Do they find them intuitive, or do they get stuck? Do they waste time waiting for the system to progress to the next stage of a typical workflow? To truly assess the efficiency of your current systems, you need real insights from real data.

Perhaps your employees run into a recurring error while performing a common daily transaction. Do they find workarounds, or have they come to expect the slow transitions between screens? Knowing where these problems occur and course correcting when migrating to a new application can improve system adoption, employee productivity, and job satisfaction.

KNOA SOFTWARE & DATA CAN HELP YOU GET THERE

KNOA delivers data-driven insights that allow businesses to quickly identify specific areas for improvement, make better business planning decisions, and make software applications more useful to employees.

We provide software and services to help global organizations see how employees use business critical enterprise software applications right down to the individual desktop or mobile device – which accelerates technology adoption, improves user engagement, reduces support costs, and improves ROI on IT investments.

Our patented technology monitors user behavior in real time and then aggregates that data and delivers it via dashboards that can help:

- » Reduce end-user interruptions and improve productivity
- » Eliminate user issues, close gaps in efficiency and performance, and reclaim lost hours
- » Obtain critical data about application number of clicks, adoption, and usage
- » Identify where to start and control cost of change
- » Eliminate unnecessary complexity and improve employee satisfaction

Ready to begin your SAP Fiori migration project? If your plans are supported by KNOA data, you can move forward with the confidence that your action plans are based on data from actual user behavior rather than guesswork.

50% of software functionality paid for and licensed by organizations is not actually adopted by end users.

Butler Group

Identify the issues. Don't move to a new platform until you gauge whether your current one is being used properly. Take the time to look under the hood. Evaluate whether custom codes or transactions need to be replicated in the new environment. You may find that eliminating them could result in significant savings.

Set measurable goals. Measure actual behavior. There's much to consider! Usage differences between real and assigned roles. Adoption gaps. Time spent on transactions. Downtime during screen refreshes. Idle time. The number of process steps, screen interactions, and application errors. Don't forget other work interruptions.

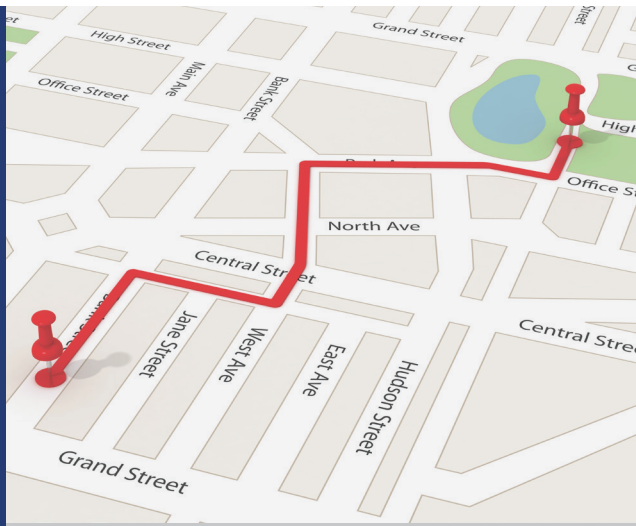
Determine improvements that benefit both power and casual users. Benchmark where you are today so that post-migration you can compare the results. Perhaps you want to reduce transaction completion time by 10% or realize cost savings by eliminating unnecessary transaction codes. Maybe you need to refine end-user training programs and materials or reduce process complexity to increase adoption and decrease frustration. All of these adjustments can improve productivity and reduce employee turnover—another important goal.

Implement & evaluate. Uncover hidden inefficiencies by sampling actual user workflows. Look for repetitive screen interactions, unnecessary steps, confusing warnings, and scenarios that require switching between applications or screen clutter that leads to excessive downtime. User data paints a vibrant picture of what's happening, to who, and when. And once you have it, you can take corrective action rather than waiting for frustrated users to open help tickets.

Always optimize. Pay attention to opportunities to refine specific tasks, minimize complexity, and reduce the overall time to completion. Evaluate the new environment against the benchmarks you set pre-migration. Are you achieving desired productivity gains? Is training, adoption, and user experience impacted positively? If not, you have the data to devise a plan to pinpoint the areas that still need improvement.



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Get the data-driven insights you need to ensure a smooth and successful migration to SAP Fiori, contact us today or visit www.knoa.com/fiori



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