

DIGITAL TRANSFORMATION IS MORE OF A JOURNEY THAN A DESTINATION.

It's not only about moving applications to the cloud or running them on mobile devices, but establishing a continuous process for improving operational excellence and empowering your people to do more.

And whether your journey includes upgrading a few applications or migrating your core enterprise to SAP S/4HANA®, you have to make the right decision at every turn.



What applications and processes make strategic and financial sense to transform?



How do you measure success?



How do you identify additional training needs?

INTRODUCING SAP® User Experience Management (SAP UEM) by Knoa

Follow a clear, simple road map to people-focused and cost-optimized digital transformation

SAP UEM is a powerful diagnostic tool.



Runs out of the box with your SAP software landscape to analyze every application, business process, and transaction



Uses objective metrics and visually rich dashboards to measure user experience and efficiency



Establishes clear baselines to measure future improvement

Most digital transformation initiatives fail because:

- Too much focus is on new technology and too little on usability
- Too many applications and processes are transformed at once
- Changes aren't measured for overall efficiency and savings impact



SAP UEM helps you answer critical questions throughout your digital transformation journey.



From planning and migration . . .

What applications, processes, and workflows are too complex, too slow, or error prone?

How could your people, processes, and bottom line be impacted?



. . . through deployment . . .

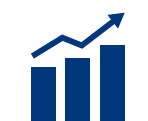
How is your workforce using new applications or functionality?

Who are the super users, and who are infrequent users?

Is mobile access prevalent and efficient among all users?

Are there process bottlenecks or data issues?

Is more training needed?



. . . to evaluation and continuous improvement

Where is user adoption still lagging?

Are users compliant with regulations and policies?

Which processes and transactions are executing faster or slower?

Are there opportunities to improve workflows and performance?

SAP UEM maximizes your digital transformation ROI. ↓



Target the applications and processes that deliver the most business benefits



Improve user satisfaction and reduce support issues



Optimize IT and training spend

User adoption often lags far behind because:

- End-user training is insufficient or not prioritized
- Process bottlenecks and user issues are not fully identified
- There is little support of end-user personalization



Get the facts on proven digital transformation excellence today



Watch a quick video to see how DuluxGroup uses SAP UEM to dramatically improve user adoption and satisfaction while simplifying processes across the company.



Download the solution brief to learn how SAP UEM helps build a better-engaged workforce that improves your bottom line.



For more information, visit www.sap.com/uem-by-knoa.



The Best Run Businesses Run SAP®

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